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## Wood County Project Connect: Final Report for Event Held October 15, 2014

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# **Wood County Project Connect**

**Final Report for Event Held October 15, 2014**

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## **Wood County, Ohio: Project [Homeless] Connect**

### **INTRODUCTION**

Homelessness has been defined by Patton (1987) as a state in which the individual does not have stable dwelling or home and if they slept in:

- Limited or no shelter for any amount of time
- Homeless shelter where they were charged minimal fee or no fee at all
- Low-priced hotel or motel with the actual or intended length of stay of 45 days or fewer
- Stayed with family or friends for short period of time
- Other unique situations where the actual or intended length of stay was 45 days or fewer.

Each year in January, a comprehensive point-in-time data is collected across America in communities to count the number of individuals and families experiencing homelessness. In January 2012, 633,782 individuals were identified as homeless. Approximately 37.8% of these were families with children comprising of 77,157 households and 239,403 people. Roughly, 15.8% of these homeless individuals were reported to be chronically homeless (State of Homelessness in America, 2013). In early 1980's it was estimated that nearly 250,000 to 3,000,000 people were homeless (Hombs & Snyder, 1982; U.S. Department of Housing and Urban Development, 1984). These statistics indicate that since the 1980s there has been a significant increase in the homeless population in the United States.

Demographic trends suggest that until 2013, the percentage of homeless persons has been increasing consistently. Since 2007, Ohio has experienced a 24.1% (2713) increase in the homeless population. From 2011 to 2012, there was a 7.3% increase in the homeless population in Ohio. Among the five states identified as having the largest increase in percentages of homeless persons, Ohio was among one of them (U.S. Department of Housing and Development, 2012). In 2013, there were 12,325 homeless people in Ohio and of these, approximately 1658 were chronically homeless. This observation was a 12% decrease in the number of homeless persons between 2012 and 2013, yet there was 57% increase in veterans joining the homeless population between 2012-2013 (Coalition on Homelessness and Housing in Ohio, 2013). In Toledo/Lucas County, there were 900 individuals reported as homeless (Coalition on Homelessness and Housing in Ohio, 2013). Taken together, these statistics suggest that there are significant numbers of homeless people nationwide.

Initially, when the issue of homelessness was recognized, it was perceived as an urban issue. Existence of homelessness in rural America was recognized much later (Fitchen, 1992). It is important to talk about this difference in urban and rural homelessness because the dynamics of urban and rural homelessness are a little dissimilar and hence, the social service agencies have to consider these factors in terms of making services available and services utilization. For instance, over the years, as average incomes diminished in rural areas, demand for affordable housing increased but the supply of affordable housing has not been consistent with the demand. Furthermore, adding to this caveat availability of low-income housing in marginal

employment opportunity areas, and the areas where public transportation is not available, sets the vicious cycle of unemployment, poverty, and homelessness in motion (Fitchen, 1992).

Homelessness is a complex and dynamic issue, which is affected by social factors like addiction, mental illness, and familial causes as well as structural factors like poor economic conditions, absence of employment opportunities, inadequate low cost housing, and deficient mental health services (Mago, Morden, & Fritz, et. al., 2013). To combat this dynamic and complex issue of homelessness, the response also needs to be dynamic and complex. The services need to target both social and structural factors and services need to be tailored to individual needs.

Project Homeless Connect (PHC) is designed to provide immediate goods and services to homeless individuals and those nearing homelessness. PHC provides basic needs and critical services in one day at one location. Along with providing valuable and necessary services to help alleviate homelessness, an additional positive outcome for service providers is the opportunity to network with different agency members, and reinforce relationships, collaborations and partnerships. It originated in San Francisco and was later adopted and revised by the U.S. Interagency Council on Homelessness (USICH) to decrease homelessness in major American cities (Knetch & Martinez, 2009). PHC was created following the premises of the former President George W. Bush Administration's policy of compassionate conservatism and the "armies of compassion" model, which "sought to rebuild public-private relationships to address social problems and avoid increasing government spending" (Knetch & Martinez, 2009, p. 522). More than 170 cities in the United States, Canada, and Australia have adopted the PHC project.

On October 15, 2014, Wood County, Ohio held its second Project Connect event at St. Mark's Lutheran Church in Bowling Green, Ohio. Planning for PC began in April of 2014. Tracy Knappins of the Bowling Green Salvation Army and Susan Wren of the WSOS Community Action Commission were Co-Chairs of the Steering Committee. County Commissioner Doris Herringshaw served as Honorary Chair for the second time. Ten sub-committees comprised the Steering Committee covering the following areas:

1. Publicity, chaired by Tricia Peters and co-chair Brittani Burnat
2. Logistics, chaired by Don Neifer and co-chair Mary Dewitt
3. Volunteers, chaired by Esther Nagel and co-chairs Michelle Grigore and Joy Sidwell
4. Intake/Social Workers, chaired by Shannon Fisher
5. Transportation, chaired by Sandy Milligan and co-chair Bruce Jeffers
6. Administration, chaired by Dr. Melissa W. Burek and co-chair Dr. Mamta Ojha
7. Health and Wellness, chaired by Judy Kellermeier and co-chair Ben Batey
8. Housing/Education/Social Service Providers, chaired by Kathy Mull
9. Food, co-chaired by Cindy Tyrrell and Jane Schimpf
10. Personal Care and Tangible Goods, chaired by Deanna Lamb and co-chairs Robert Grogan and Jo Tutolo

## GOALS

There were five primary goals for the second annual event:

1. Serve 200-300 individuals and families who are in need of supportive services
2. Host 40 to 50 service providers; services include: hot meal, clothing, haircuts, medical care, dental care, mental health services, substance abuse services, IDs, housing, legal information, employment services, and information to access services
3. Recruit 350 volunteers with a focus on hosts and hot meal delivery
4. Gaining additional quantifiable data for people at risk or experiencing homelessness
5. Increase community awareness, provider membership, and program coordination for the Continuum of Care Wood County

Each of the above-noted goals was fulfilled or exceeded expectations, respectively with the exception of goal number 3. To illustrate:

1. 298 adults and children attended PC.
2. 53 providers were present.
3. 227 individuals served as volunteers during the planning stages and on the day of the event. The recruitment fell short by 123 volunteers.
4. Data were gathered through intake forms at the event on 196 guests. In addition, 163 guests completed all data collection forms designed for the event (i.e., intake, welcome sheet, services at-a-glance, and exit surveys).
5. The successful execution of the second PC event in Wood County on October 15, 2014 was contingent upon having numerous providers in one location. This was accomplished, thereby further expanding the reach and awareness of the mission of the Continuum of Care of Woody County (formerly known as the Home Aid of Wood County). Additional evidence in support of this goal involved all parties to the event:
  - a. 89% of guests reported receiving the services and provisions for which they came.
  - b. 91% (a slight increase from last year's figure of 88%) of volunteers gained knowledge of where to turn to for help should they or someone they know become at risk for homelessness and 100% would volunteer again for PC.
  - c. 33% of providers reported their idea of what homelessness is and who might be involved changed as a result of PC and 100% of providers would attend PC in the future.

## EVENT PROMOTION

The event was promoted via posters and flyers displayed across Wood County and distributed to schools. Information about the event was also announced in various press releases and on Facebook and the Continuum of Care of Wood County's, formerly known as Home Aid, website. Two examples of these items were:





## Project Connect – Wood County, Ohio

2014

# VOLUNTEER OPPORTUNITIES

Project Connect is a one-day, one-stop event designed to provide hospitality and access to services for all people in our community in need of support services.

Project Connect will be held on Wednesday, October 15, 9:00 am – 3:00 pm at St. Mark's Lutheran Church, 315 S. College, Bowling Green.

Event providers include hot meals, haircuts, dental care, housing assistance and so many more! Volunteers will serve primarily as Hosts to guide guests through the event. Volunteers will also be needed to serve as Couriers and Food Service workers.



**250 men and women are needed:**

- *Hosts*
- *Couriers*
- *Food Service Workers*
- *Transportation assistance*

YOUR PREFERRED POSITION ANABLE TO

**Sign up today at <http://tinyurl.com/2014-PCWC>**

Need help signing up?

Call United Way's 24/7 hotline at 419-244-3063

Questions? Get answers at 567-331-0765 or

[volunteerphcwc@gmail.com](mailto:volunteerphcwc@gmail.com)

# PROJECT CONNECT



2014 Banner of Supporters

## SUMMARY HIGHLIGHTS

The observations that follow details summary information on participants, volunteers, and providers served at the first Wood County Project Homeless Connect event held on October 15, 2014 at St. Mark's Church in Bowling Green, Ohio. A preliminary version of what is presented below was distributed to the Steering Committee members on October 30, 2014.

### GUESTS (N = 196)

The information presented below is based on data collected via the Guest Welcome Request for Services, Guest Intake Form, and/or Exit Surveys completed by guests, volunteers, and providers.

- 187 Households Served at the PC event (some pre-registered guests did not attend, but are included in the remaining subsequent categories hence the sample size of 196 noted above)
  - 111 Adults Only
  - 76 Families with Minor Children
  - 0 Unaccompanied Youth Under 18
- Nearly 70% of Guests were Females
- Partnership Status
  - 38% Single
  - 24% Married
  - 24% Divorced
  - 9% Separated
  - 8% Widowed

Average Age of Heads of Household was 44

- Homelessness Status
  - 85% Not currently homeless
  - 9% First time homeless and less than one year without a home
  - 4% reported several occasions of being homeless for less than one year, but did not experience more than four periods of homelessness over three years
  - 2% Long-term homeless for at least one year or four times in the past 3 years



- Number of Times Homeless in the Last 3 Years (including the day of the event)
  - 67% reported 0 times
  - 30% reported 1-3 times
  - 3% reported 4 or more times
- Mode of Transportation of Guests to PC
  - 47% Personal vehicle (including bike or scooter)
  - 32% Family/friend
  - 19% Walked
  - 2% PC shuttle or bus
- 33% of Guests Lacked Reliable Transportation
- 65% of Guests Stayed in Bowling Green the Night before PC
- 29% of Guests have Resided 3 Months or Less in the Location Where They Stayed the Night Prior to PC
- Top 3 Reasons Guests Reported Having Difficulty Keeping Housing: Financial Obligations, Mental Illness, and Physical Disability
- Primary Reasons for Becoming Homeless or Facing Eviction: Loss of job, Illness/Injury, Abusive Situation/Domestic Violence, Decreased Work Hours, and Dispute with Relatives/Roommates
- Income Source Last Month
  - 44% Social Security (SSDI/SSI)
  - 22% Employment
  - 14% Social Security (Retirement)
  - 11% Contributions from other people
  - 11% Child Support
  - 2% OWF Cash Assistance
  - 2% Unemployment
- Benefits Received by Guests
  - 63% Government Medical Assistance
  - 55% SNAP/EBT
  - 33% Section 8, Subsidized Housing, or Other Rental Assistance
- Reasons Reported by Guests for Attending PC
  - 50% for Clothes/Coat
  - 26% Hair Cut
  - 21% Need Housing
  - 20% Dental Care
  - 18% Hot Meal

### Services At-A-Glance



Hot Meals Served

2013 = 368

2014 = 426



Bags of Food Shared

2013 = 290

2014 = 325



Haircuts Given

2013 = 80

2014 = 59



Dental Services Performed

2013 = 17

2014 = 21



Flu Shots Given

2013 = 38

2014 = 57



Vision Screenings Done

2013 = 50

2014 = 31



Coats Distributed

2013 = 100

2014 = 150



Clothing Vouchers Issued

2013 = 100

2014 = \$300 worth

- 11% Job Help
- 10% Health Issues
- 8% Food (other than hot meal)
- 5% Birth Certificate or ID
- 5% Get Help and Information
- 3% Personal Items and Baby Hygiene
- 2% Utility Assistance
- 2% Legal Help
- 2% Car Repair/Transportation
- 1% Holiday Help
- The Majority of Guests Found out about PC
  - 39% Word of Mouth
  - 33% Referrals by Another Agency or Provider
  - 18% Posters or Flyers
  - 7% Newspaper or TV News
  - 4% Social Media/Facebook
- Top 10 Services Not Available but of Interest:
  - Stress Management
  - Smoking Cessation
  - Social Security
  - Tax Help
  - Disability
  - Home Repair/Maintenance
  - Nutrition
  - Child Support
  - Car Repair/Maintenance
  - Showers
- 89% of Guests Reported Getting More than Expected or as They Expected at PC (93% last year)
- 84% were Very Satisfied with the Services or Programs Available at PC event; 16% were Somewhat Satisfied
- 90% Found the Information Available at PC Very Helpful; 10% Reported Somewhat Helpful
- 90% were Very Satisfied with the Event Overall; 10% were Somewhat Satisfied with the Event
- What was Most Helpful?
  - PC Host was the most commonly noted item that was most helpful to guests.
  - *The friendly people and advocate showing me around.*
  - *Getting information about each service.*
  - *Assistance most helpful and appreciated.*
  - *Everyone's kindness and helpfulness.*
- How Could PC Serve Guests Better?
  - *If you have this next year, I would give everyone a folder or bag to put their papers in, etc.*
  - *Provide immediate housing assistance.*
  - *More coats, clothes, and shoes.*
  - *More haircutters.*
  - *More dentists.*

- What Guests Would Like to See at the Next Event?
  - *AA/NA/Al-Anon*
  - *Tide Truck*
  - *More dentists*
  - *Activities for children*
  - *Employers hiring for jobs*
  - *Hearing tests*
  - *Foot doctor*
  - *More medical areas*
  - *A booth about smoking*
  - *Practice 211 calls for guests*
  - *State and city tax delinquency issues*

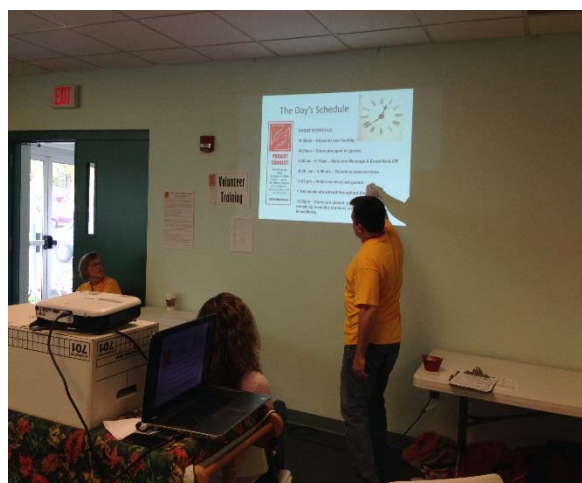
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### **VOLUNTEERS (N = 127)**

The results presented below are based on data collected from 127 surveys completed by volunteers after the PC event.

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- 205 Volunteers
  - 30 volunteers signed up and trained on site
  - Majority of the volunteers were Hosts followed by Food Services and Greeters
- Each served average of 4.12 hours
- 91% reported being adequately trained to perform their duties
- 97% reported their experience as a volunteer very much so or mostly met their expectations
- Volunteer experience prior to PC
  - 42% A lot
  - 34% Some
  - 24% A little
- Percentages reporting a change in perspective on essential services that may be lacking for the disadvantaged or at risk of experiencing homelessness
  - 49% Very much
  - 36% Somewhat
  - 7% A little
  - 8% Not at all
- 91% of volunteers responded affirmatively that they have gained knowledge of where to turn for help, should they or someone they know be in needs of essential services or at risk of experiencing homelessness
- 100% would volunteer at PC again
- 90% thought the event was well-organized



- 85% reported receiving an appropriate level of assistance to carry out their duties
- 78% agreed they had plenty to do



#### **PROVIDERS (N = 51)**

The results presented below are based on data collected from 51 surveys completed by providers at the PC event.

- 
- \$15,819 Gifts in Kind by Providers
  - 100% reported that the PC event met their expectations
    - One provider noted, *I expected to take away much more than I gave. It was a joy to help those in need and see how happy a small gesture could mean to them.*
  - 100% would attend PC again
  - 92% thought the event was well-organized
  - 88% reported receiving an appropriate level of support
  - 63% agreed they had plenty to do
  - 33% reported their idea of what homelessness is and who might be involved changed
    - *It is important to remember that you can't always tell if someone is homeless, they may look fine, but could be suffering,* wrote one provider.
  - Positive comments noted about the PC event opportunity
    - *Good community outreach*
    - *I learned so much about what social services are here in Wood County*
    - *I like to help people and make them feel better*
    - *Loved the volunteer helpers, made it so much easier*
    - *Service providers under one roof, system to move clients through, wonderful volunteers, point-of-service delivery, great location.*
    - *Collaborations with other providers; opportunities to provide variety of services in one location; ability to connect with guests/ increase awareness of homelessness for volunteers and service providers*



### **PC PROCESS: DAY OF EVENT**

As occurred in 2013, guests entered the main door of St. Mark's Lutheran Church where the PC event was held. However, in 2014, guests were immediately paired with a PC Host Volunteer who handed the guests a "Welcome Packet" that included information on what to expect at the event, a form that authorized persons associated with PC to share protected personal information and a photo/media release, and a form where guests could indicate which services they would like to connect while at PC. This latter form is what the guests were instructed to complete while waiting for intake. At intake, guests met with a PC Intake Volunteer for about 10-15 minutes to complete a needs assessment and screening form. The purpose of the intake form was to help PC representatives understand guests' immediate needs so they could focus on these as they went through PC. Intake Volunteers were instructed to identify three priority services, but guests could visit any provider they wished. New to PC 2014, Intake Volunteers highlighted these priority areas on a "Services At-A-Glance" sheet that listed the providers available under specific headings that best described the providers' services offered that day.

At any time over the course of the event, guests could eat a hot meal. After the guests connected to the providers and services, guests could visit the tangible good areas of the church and pick out clothes and coats, books, personal care items, and a tote bag of groceries.

## **REPORT METHODOLOGY**

In 2013, Bowling Green State University researchers, Melissa W. Burek, Adam Watkins, and Mamta Ojha, hereinafter BGSU Research Team, developed two data collection instruments (see Appendix) to gather information on guest demographics, living situations, income sources, guest needs, and requests for services to connect with while in attendance at PHC. These forms were utilized again this year in order to capture reliable comparisons between the two years. These two forms were (1) Request for Services and Appointment form, also called the “Welcome form”, which was slightly modified based on results from 2013. This form was completed by guests while they were waiting to enter the intake area with the assistance of their Host Volunteers and (2) Needs Assessment and Screening Intake form, which was completed by an Intake Volunteer with individual guests. Responses collected from three other survey instruments that had been used at other PHCs to gather feedback on the event from guests, volunteers, and providers were also analyzed (see Appendix). The Services At-A-Glance form was new in 2014 and was developed based on recommendations that came out of last year’s written report and verbal communication with the 2013 Project Homeless Connect Steering Committee. The purpose of this form was to help the Host Volunteers better match guests with the three priority services and locating other services that were of interest to their guests.

As was done in 2013, in order to ensure the data collected from guests could be matched from entry to exit, each PC guest was given a set of unique identification labels with a PC guest number that were placed on the above-noted guest instruments. In order to confidentially track the characteristics of guests connecting with specific agencies and services, guests were directed to place a label on designated sheets as they visited providers. After the event, all completed data collection instruments were given to the BGSU Research Team for data entry and analyses. Results for 2014 are reported on PC as a collective whole and then for each provider that had at least one guest connection. It is important to note that not all respondents attending PC completed all three forms and if guests did not go through intake, they likely did not have the identification labels in hand to give to providers.

At the end of the event, we collected responses from 221 guest intake forms (including pre-registered guests who came through PC). Last year, 145 intake forms were completed. Complete packets (i.e., Intake, Welcome Forms, Services At-A-Glance, and Exit Survey) were available for analysis on 163 guests whereas in 2013, there were 145. There were 20 Welcome, 15 Services At-A-Glance, and 26 Exit forms with no guest number matches to any other forms. There were 127 Volunteer Exit and 51 Provider Exit forms completed in 2014. This report presents findings based on the most complete data we were able to collate across the various instruments disseminated at the PC event. Results are reported according to group membership of guests, volunteers, and providers.

## **RESULTS: GUESTS**

### Findings from Request for Services and Appointment Form

As stated in the previous section, three primary data collection instruments were administered to guests over the course of the event. The first survey was a Request for Services and Appointment Form (RSAF), also known as the Welcome form (see Appendix). Guests were asked to indicate with an “X” if they wanted to connect to eight general services and their subcategories that were present at the event. In addition, there were three questions on the form that asked guests about other services that were not available that day but were still of interest to them, how they found out about PHC, and how they traveled to the event. Table 1

indicates the raw number of guests who indicated they wished to connect to a particular service in 2013 and 2014.

Since the event also strives to meet the needs of guests in the future, question two on the RSAF asked respondents to indicate what other services of interest to them, but were not available at the date of the event. Stress management and smoking cessation/quit smoking programs or services were the top two requests. Table 2 below displays the results from question two. The responses from one question on the RSAF and one question on the Exit Survey were combined to capture the total picture as to how guests found out about PC. The majority of respondents indicated that the top three ways by which guests found about PC were (1) Social Media/Facebook; (2) News; and (3) Referrals from other agencies or service providers. Table 3 presents the distribution of these and other promotion types for the event.

**Table 1. Number of Guests Wishing to Connect To Services**

Service	2013 (n = 121)	2014 (n=142)	Service	2013	2014
<b>Benefits &amp; Services</b>			<b>Medical Care</b>		
Email/Internet	18	14	Blood Glucose	14	22
Health Coverage	39	10	Blood Pressure	21	30
Legal Aid/Legal Issues	22	27	Dental Care	77	64
Offender Reentry	6	2	Eye Screening	64	53
Veterans Services	3	7	Flu & Immunizations	36	37
WIC	9	3	Hearing	28	22
Children & Family			HIV/AIDS Screening	9	7
Budgeting	21	20	Medical/Healthcare Services	32	13
Domestic Violence Services	6	2	Prescription Drug Services	19	9
Holiday Help	72	76	<b>Mental Health &amp; Addiction Services</b>		
Parenting Class	8	5	Alcohol Addiction	3	1
Resources for School-Aged Children	19	9	Drug Addiction	3	3
<b>Employment &amp; Education</b>			Mental Health	19	10
Developmental Disabilities	14	5	<b>Personal Care</b>		
Employment	51	28	Clothing	95	110
Go Back to School	24	16	Food Assistance	127	130
<b>Forms &amp; Documents</b>			Haircut	55	76
Birth Certificate	25	21	Massage	46	41
ID Information	15	6	Spiritual Care	14	17
Social Security Card	17	9	<b>Other – Please Specify Below</b>		
<b>Housing</b>			Car Repair/Transportation	12	4
Emergency Shelter	16	13	Baby Care	4	2
Housing/Afford. Rental	68	49	Senior Service	0	1
Utilities	50	47			

Table 1 presents the services the guests were wishing to connect with while at PC. There are several services that were in high demand in 2013, but not as popular among guest requests in



2014. There were also three services that increased in popularity in 2014. To illustrate, 39 guests wished to connect with health coverage services in 2013, but only 10 guests wished to connect in 2014. In that same regard, fewer guests wished to connect with medical/healthcare services as well as prescription drug services in 2013 compared to 2014. The number of guests wanting WIC also decreased by six guests. Compared to 2013 the number of guests wishing to connect with resources for school-aged children in 2014 declined from 19 to nine respectively. Guests wishing to connect with developmental disabilities services decreased from roughly 4% in 2013 to almost 1% in 2014. Guests were also less interested in connecting with housing and affordable rental services and car services in 2014 than in 2013. The services that were in higher demand in 2014 compared to 2013 were tangible services such as clothing, food assistance, and haircuts.

**Table 2. Question 2 Results from RSAF Survey (i.e., Welcome form)**

<b>Other Services Not Available at PHC Day of Event</b>	<b>Number of Guests Indicating Interest 2013 (n = 121)</b>	<b>Number of Guests Indicating Interest 2014 (n = 142)</b>
Shower	3	1
Nutrition	8	7
Home Repair or Maintenance	9	10
Tax Help	14	10
Social Security	11	11
Stress Management	22	24
Smoking Cessation/Quit Smoking	18	17
Child Support	6	4
Disability	11	10

**Table 3. How Guests Heard about Project (Homeless) Connect**

<b>Types</b>	<b># 2013 (n = 164)</b>	<b># 2014 (n = 142)</b>
Word of Mouth	54	55
Referred by Another Agency or Service Provider	31	47
Saw Poster, Event Signage	51	26
News (newspaper, TV, radio)	16	9
Social Media/Facebook	12	5

The results for Table 3 are important to the future of Project Connect, because the findings demonstrate effective and non-effective ways of advertising this event to the community. The two most noteworthy changes were observed in the areas of agency reference and posters/signage. In 2014, 16 more guests were referred by an agency than in 2013. In 2013, 51 guests were able to inform themselves of this event by seeing a poster or signage around the community, but in 2014 only 26 guests were able to locate a poster or signage. This information will be crucial for the continuation of Project Connect.

The majority of the guests used their own personal vehicle to travel to the Project Connect events in 2013 and 2014. The next most common mode of transportation was a family or friend providing a ride followed by walking. There was a PC sponsored shuttle with scheduled pick ups and drop offs from a number of locations around Bowling Green, Ohio to the event.



However, few guests indicated they used the service in either year. Table 4 includes the totals for the modes of transportation taken by guests.

**Table 4. Modes of Guest Transportation to Event**

<b>Modes of Transportation</b>	<b>Number Guests 2013 (n = 133)</b>	<b>Number Guests 2014 (n = 137)</b>
Shuttle Stop	7	6
Walk	23	24
Personal Vehicle	63	58
Family/Friend	35	41
Bike/Scooter	5	5
Taxi	--	3

#### Findings from the Intake Form

The second instrument was the Intake Form, which is a needs assessment and screening form that was designed to help the PC volunteers best understand guests' needs and assist them at the event. A similar version of this form was used in 2013. The form was completed by the Intake Volunteers in an interview format with the guests. The trained Intake Volunteers identified each guest's three priority services on the "Services At-A-Glance" form (see Appendix). This at-a-glance form was used by the Volunteer Host as he/she escorted the guest around the event after the intake process. We were able to collect and report findings on 196 guests from the Intake Form in 2014, which is an increase of 51 compared to the number of completed intake forms in 2013. Table 5 presents descriptives of guests in 2013 and 2014.

**Table 5. Guest Descriptives**

<b>Attribute</b>	<b>2013 Percentage or Mean Value (sd) (n = 145)</b>	<b>2014 Percentage or Mean Value (sd) (n = 196)</b>
Average Age	40.44 (sd = 14.37)	44.16 (sd = 14.35)
Average Number of Services Guests Wished to Connect With	4.44 (sd = 2.87)	4.27 (sd = 2.49)
Gender		
Females	69.6	69.9
Males	28.3	29.6
Transgender	2.1	0.5
Veterans	6.4	6.6
Marital Status		
Single	41.7	38.2
Married	18.7	24.5
Divorced or Separated	32.4	33.1
Widowed or Other	7.2	4.1
Type of Household		
Adult Only	51.2	59.4
Adults and Minor Children	46.6	40.6

<b>Attribute</b>	<b>2013 Percentage or Mean Value (sd) (n = 145)</b>	<b>2014 Percentage or Mean Value (sd) (n = 196)</b>
Average Number of Children	2.29 (sd = 1.29)	1.32 (sd = 1.29)
Percentage of Guests with Custody of Children	32.4	32.1
Unaccompanied Minor	2.2	0
Disabled Adults or Children In Home	31	34.2
Age Groups of Members in Guests' Household In Attendance		
Children 0-4 years of age	9.6	7.6
Children 5-12 years of age	11.7	10.2
Teens 13-17 years of age	4.8	6.1
Adults 18-34 years of age	23.4	14.8
Adults 35-51 years of age	16.5	16.8
Adults 52-64 years of age	8.9	11.2
Adults 65+ years of age	2.1	2.5
Race/Ethnicity		
White/Non-Hispanic	60.9	74.8
Other/Non-Hispanic	20.1	10.9
Hispanic/Latino Ethnicity	14.5	12.8
Unknown	4.5	1.5
Guests Having Identification	79.3	90.2
Type of Identification		
State Identification (Category included driver's license in 2013)	93.9	23
Driver's License	Included in State ID	62.8
Social Security	5.2	35.7
Birth Certificate	.9	33.2
Have Criminal Record	24.6	14.0
Currently on Probation/Parole	11.9	8.5
Do Not Have Reliable Transportation	35.8	32.6
Barriers to Reliable Transportation		
Driver's License Suspension	17.8	14.8
No Income/Cannot afford	39.7	38.9
Disability	11	15.7
Car Needs Repairs	12.3	10.2
No Car	17.8	13
No License (not suspended) or Don't Know How to Drive	--	5.6
Share Car with Family	--	1.9

In 2013, there were a higher number of guests aged 18-34 compared to 2014 and relative to the other age categories. The percentages of guests across the age ranges were more evenly distributed in 2014. The percentage of White/Non-Hispanic guests served increased by almost 14% from 2013 to 2014, while the percent of Other/Non-Hispanic guests served decreased from 2013 to 2014. More guests in 2014 reported holding Social Security cards and birth certificates

in 2014 compared to 2013. There was a decrease in the percentage of guests possessing a state identification card/driver's license in 2014 by 11%, however.

**Table 6. Residence Status Characteristics**

<b>Category</b>	<b>2013 Percentage or Mean Value (sd) (n = 145)</b>	<b>2014 Percentage or Mean Value (sd) (n = 196)</b>
Current Homelessness Status		
Not currently homeless	68	85.5
First time homeless and less than 1 year without home	23.1	9.3
Several times but for less than 1 year and not more than 4 times in 3 years	4.3	3.6
Long term for at least 1 year or at least 4 times in past 3 years	4.3	1.6
Have Previous Eviction	25.5	18.8
Factors Affecting Ability to Keep Housing	.9 (sd = 1.11)	
Alcohol/Drugs	3.9	4.4
HIV/AIDS	.6	0.0
Mental Illness	12.8	11.7
Physical Disability	14.5	7.7
Criminal Record	3.4	2.0
Financial Obligations	39.1	26
Violence in Home	5	3.6
Loss of Job	4	--
Child Care Issues	2.07	--
Rodent and Insect Infestation	--	1.5
Primary Reasons Reported for Becoming Homeless or Facing Eviction		
Abusive Situation/Domestic Violence	5	13.0
Abusive Situation/Other Trauma	.6	0.0
Aged Out of Foster Care/Youth Services	.6	0.0
Dispute with Relatives/Roommate	1.4	5.5
Foreclosure	2.07	1.8
Hours at Work Cut	10.34	5.5
Illness/Injury	11	12.8
Loss of Job	22.1	35.1
Loss of Partner/Roommate	6.9	0.0
Loss of Transportation	4.83	0.0
Moved Here From Another Community	6.9	1.8
Natural Disaster or House Fire	.6	0.0
Release from Jail or Prison	1.38	1.8
Child Care Issues	2.07	0.0
Financial Challenge	1.38	11.1

<b>Category</b>	<b>2013 Percentage or Mean Value (sd) (n = 145)</b>	<b>2014 Percentage or Mean Value (sd) (n = 196)</b>
Duration of Residency at Place Stayed Night Prior to PHC		
3 Months or Less	41.7	28.7
More than 3 Months but Less than 1 Year	14.2	19.4
1 Year or Longer	44.1	51.9
Where Stayed Night Prior to PHC		
Emergency Shelter	.9	4.5
Hotel/Motel (No Voucher)	7.0	11.5
House/Condo/Apartment Owned by Guest	13.9	18.2
Living with Family	12.2	9.1
Living with Friends	15.7	10.3
Place Not Meant for Habitation	3.5	1.1
Rental House/Apartment	40.9	42.5

Table 6 presents the residency struggles some guests were having. The percentage of non-homeless guests increased in 2014 to 85.5% from 68% in 2013. The percent of first time homeless guests decreased from 23.1% in 2013 to 9.3% in 2014. The factors that affected the guests from keeping their houses in 2014 significantly decreased in the areas of physical disability and financial obligations. The two areas that significantly increased in 2014 from 2013, in regards to the primary reasons reported for becoming homeless or facing eviction were abusive situation/domestic violence and financial challenges. In 2013, 5% of guests reported that an abusive situation/ domestic violence was the primary reason for homelessness or eviction, while in 2014, 13% of guests reported same. Increasing by 10% from 2013 to 2014, financial obligations were the primary reason for homelessness or eviction. Table 6 also shows that 2014 guests reported staying in their residency longer than those attending in 2013. Although it seems more guests had homes that they were living in for longer than 3 months, the percentage of guests who spent the previous night in an emergency shelter climbed from .9% in 2013 to 4.5% in 2014.

Regarding income and benefit assistance of guests, a general trend observed across the data collected from the three guest surveys is that lack of employment or being underemployed is a common characteristic of the guests who visited the PC event in 2014, which was a similar finding in 2013. Twenty-two percent of guests' income source was from a job in 2014, down slightly from 26% in 2013. The primary source of income (see Table 7) for 44% of guests in 2014 came from Social Security Disability Benefits followed by nearly Social Security Retirement Benefits. Table 7 displays the income and benefit assistance the guests received. Other benefits that were reported as being a source of financial assistance by guests in 2014 were government medical assistance and Section 8 Housing. In 2013, 7.4% of guests were receiving Social Security retirement benefits, while in 2014 the percent rose to 13.8. The percentage of guests receiving government medical assistance increased by over 15% from 2013 to 2014. Section 8 housing was also being utilized by 14.3% of guests in 2014 compared to 7.7% of guests in 2013.

### Findings from the Exit Interview

The final data collection instrument for guests was the Exit Interview. This document was a short questionnaire that could either be completed by the guest or in a brief interview format with the Host Volunteer asking the guest the questions. As indicated earlier, one of the questions asked guests to indicate how they heard about the PC event. Results from this question were combined with data collected on a similar question on the Request for Services and Appointment Form. The remaining questions on the Exit Interview asked guests to note their main reasons for attending PC and to provide feedback on the event. Of the 175 persons completing the exit forms, 30% of guests attended last year's Project Homeless Connect event in October 2013. The remaining were new in 2014. Table 8 and Figure 1 present the results of the Exit Interview.

**Table 7. Income and Benefit Assistance of Guests**

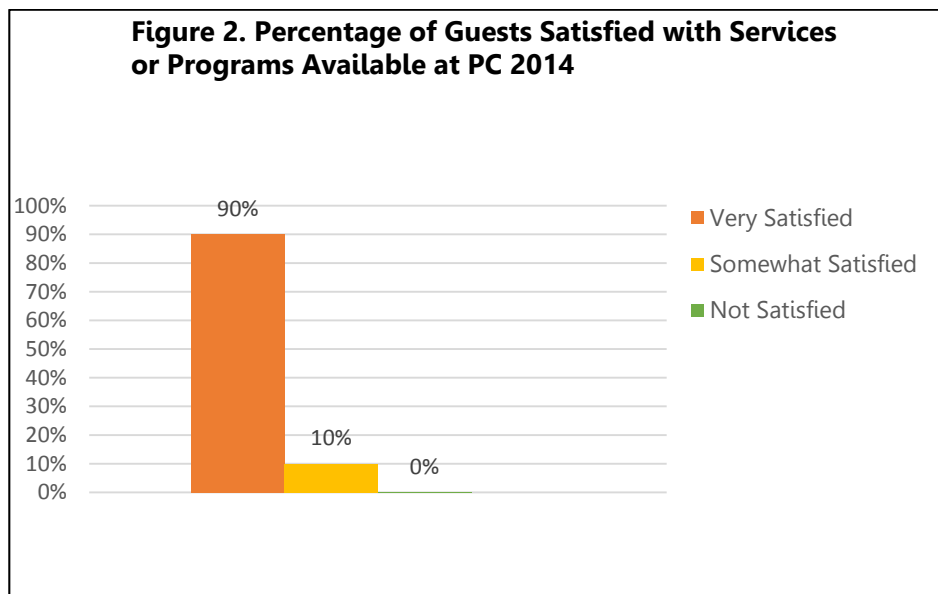
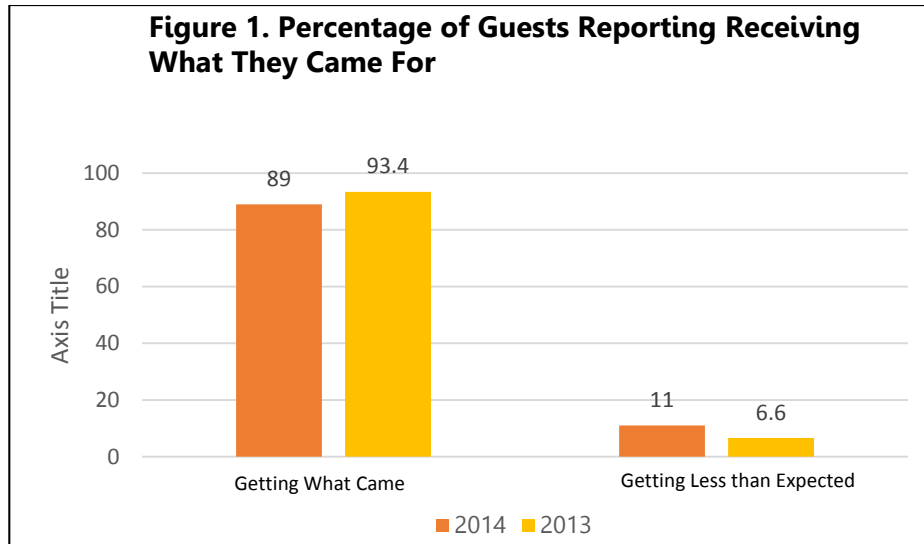
<b>Source</b>	<b>2013 Percentage (n = 145)</b>	<b>2014 Percentage (n = 196)</b>
Employment/Job		
Yes	26.1	22.0
No	73.9	78.0
Child Support	10	9.3
Receive Support from Other People		
Yes	12.9	10.8
No	86.3	89.2
Ohio Works First (OWF)		
Yes	6.4	1.7
No	93.6	98.3
Unemployment Benefits		
Yes	2.8	1.8
No	97.2	98.2
Social Security Retirement Benefits		
Yes	7.4	13.8
No	91.2	86.2
Social Security Disability Benefits		
Yes	34.5	44.0
No	64	56.0
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)		
Yes	53.8	55.1
No	46.2	44.9
Government Medical Assistance		
Yes	47.5	62.6
No	52.5	37.4
Veteran Medical Assistance		
Yes	2.8	2.2
No	96.5	97.8

<b>Source</b>	<b>2013 Percentage (n = 145)</b>	<b>2014 Percentage (n = 196)</b>
Section 8 Housing		
Yes	7.7	14.3
No	92.3	85.7
Rental Assistance		
Yes	2.9	1.7
No	97.1	98.3

**Table 8. Reasons Reported by Guests for Attending Event**

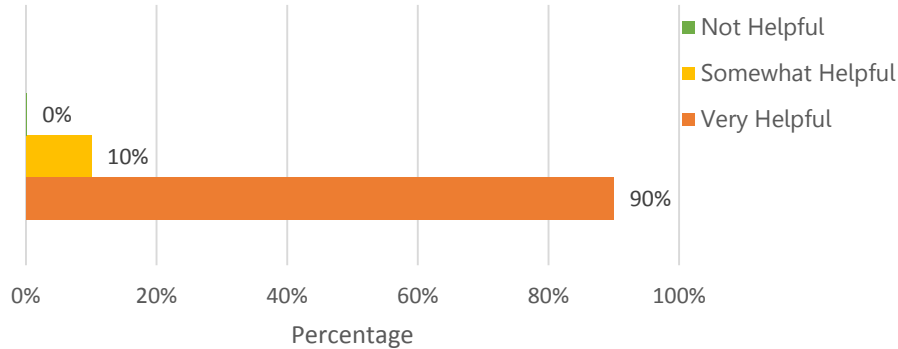
<b>Question</b>	<b>2013 Percentage (n = 139)</b>	<b>2014 Percentage (n = 175)</b>
Attended Project Homeless Connect in 2013		
Yes	n/a	30
No	n/a	70
Reason for Attending PHC		
Need Housing	30.5	20
Clothes/Coat	14.5	50.3
Hot Meal	13	18.3
Dental Care	10.7	20
Misc Personal Items and Resources	7.7	20
Hair Cut	3.1	26.3
Medical Care, Physical and Mental Health	3.9	10.3
Rental Assistance	3.1	0
Food (other than hot meal)	--	8

The percentages in Table 8 provide further evidence that more guests were attending Project Connect in 2014 for tangible goods compared to 2013. In 2014, only 20% of guests attended PC for housing, compared to the 30.5% that attended in 2013. The purpose of receiving clothes/coat nearly quadrupled from 2013 to 2014 (14.5% to 50.3%, respectively). The need for dental care doubled from 2013 to 2014, and the need for a haircut rose from 3.1% in 2013 to 26.3% in 2014. In 2014, 89% of the guests who completed an Exit Interview indicated receiving the services for which they came compared to slightly over 93% in 2013. Most of the guests, 90%, in 2014 were very satisfied with what the services and programs provided at PC and the event overall. Figures 1 through 4 present guest satisfaction and helpfulness ratings of PC 2014.



There were three main aspects of PC 2014 that guests found most helpful. First, the volunteer hosts and the people assisting at PC were noted most often followed by tangible goods, especially haircuts, food, clothes/coats, IDs, and birth certificates. Rounding out the top three, guests also reported that the information and assistance provided by the providers and volunteers were most helpful. Nine guests responded to the question that everything was helpful or "All of it." There were also quite a few guests reporting that the medical and related services such as dental, flu shots, and massages were helpful.

**Figure 3. Percentage of Guests Finding Information Available Helpful 2014**



**Figure 4. Percentage of Guests Overall Satisfaction with PC 2014**



Two questions on the Guests' Exit Survey inquired as to how the organizers of PC could serve them better and what guests would like to see at the next event. Some guests noted everything was fine the way it was at the event, but quite a sizeable number of guests reported specifics as to how the PC event could be enhanced. The responses to these open-ended items overlapped a great deal and coming up most frequently were the following suggestions for improvements:

- More dental appointments available on day of event
- More help with clothing, particularly more coats and boots
- More stylists for haircuts
- More food assistance
- Provide medical services such as eye care and eye glasses repair, foot care, glucose checks, and veterinary care for pets
- Options for immediate, emergency housing
- Tax help, especially with state and city delinquency issues



- Activities and services for children
- Places to sit while waiting in line
- A tote or bag to carry information and items obtained from the providers at the event

## **RESULTS: VOLUNTEERS**

Similar to the 2013 Project Homeless Connect event, there were many types of volunteers at PC 2014. Over 200 individuals volunteered as Host Volunteers, Greeters, Intake Volunteers, Guest Coordinators, Floaters, Dining Area Hosts, Food Bussers, Food Service Runners, Food Servers, Food Prep Assistants, Exit Coordinator, and Clean-up Crew. Over 80% of the volunteers served as Hosts. At the end of a volunteer's shift, he/she was asked to provide feedback in a self-report survey that was designed and used by PCs across the country with some minor modifications from the BGSU Research Team. The following paragraphs present the combined quantitative and qualitative findings from the 127 completed surveys. One hundred percent of the volunteers had at least some experience volunteering prior PC 2014.

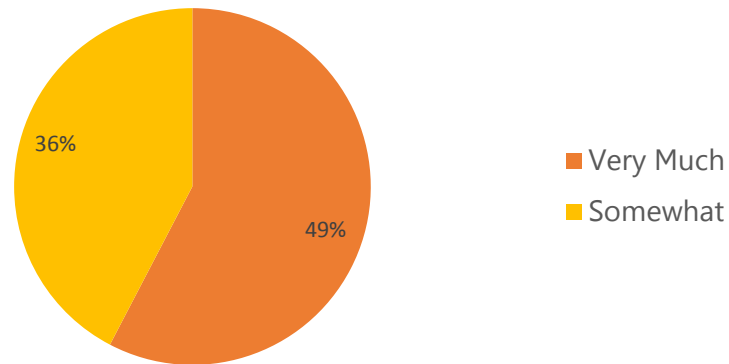
As displayed in Figure 5, the majority of volunteers (91%, compared to 85% last year) reported that they were adequately trained to perform their duties. While this figure is a slight improvement over last year, some volunteers provided some constructive comments regarding areas that could be improved:

- More training for volunteers is needed
- A tour of the event would be helpful to locate the services and providers at the facility
- Receiving information on the services available prior to the event would be beneficial
- Recommend showing the same forms during training as will be used on the day of the event

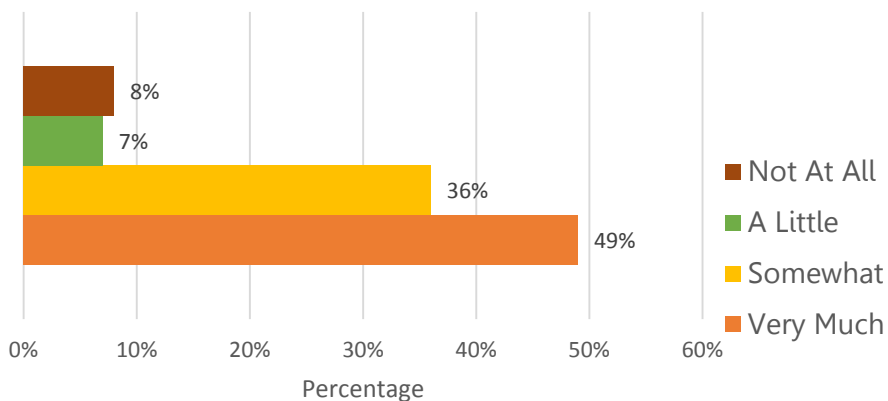
Comments regarding increased training should be noted as a sizable proportion of this year's volunteers did not have as much experience volunteering for community events/services before PC. Nearly 60% only had some experience or a little prior with nearly a quarter falling into the little experience category. Fortunately, the volunteer experience was a positive one for the volunteers as nearly all reported that their experience met or exceeded their expectations (97%). This figure is slightly lower than last year's 100% response for the same question. There were two comments by volunteer respondents that captured the heart of the PC event:

- "Thank you organizers of the project. It is a massive undertaking and I can't imagine how much preparation it must have taken. It saves people so much time and worry to have everything here all at once. The guest I helped was going to be homeless in 3 weeks, and he [received] multiple sources of income support today. He doesn't have a car and rarely leaves his house, so he probably would not have made these connections without your help. So Thanks!"
- "Everyone was extremely kind and helpful. So grateful for the experience. My guest was assisted completed and we visited 19 resources."

**Figure 5: Volunteers' Response to "Were you adequately trained to perform your duties?"**



**Figure 6: Volunteers' Response to "Did PCWC change your perspective on essential services, in effect, those services which may be lacking for the disadvantaged or at risk of experiencing homelessness?"**



One of the five goals for PC was to increase community awareness, provider membership, and program coordination for the Continuum of Care Wood County. Without a doubt, increasing community awareness was accomplished. Ninety-one percent of PC 2014 volunteers responded that they gained knowledge of where to turn to help should they or someone they know be in need of essential services or be at risk of experiencing homelessness. This was a slight increase from 2013 where 88% reported similarly. Relatedly, nearly half of the volunteers indicated that their perspective on essential services, or those services which may be lacking for the disadvantaged or at risk of experiencing homelessness changed. Figure 6 provides additional visual detail for the differences across response categories for this question. Volunteers also

noted several organizations and services that made a significant impact on them the day of the Project event:

- Hair
- Dental
- Legal services
- Salvation Army
- Wood County Health Department
- The Fringe
- Wood County Area Ministries
- Job and Family Services
- WSOS
- Flu shots
- Library
- Breast screenings
- St. Timothy's Clothesline
- Toledo Area Ministries
- No Wrong Door
- Job programs
- GED services
- Read for Literacy
- Bags of food
- Hot meal
- Birth certificate
- ***"All services encountered were willing to help and respectful of the people served."***

Similar to what was asked of guests, volunteers responded to an open-ended question as to what could be improved for a future PC event. In addition to what was discussed above regarding training needing improvement, volunteers also reported that improvements could be made in the following areas:

- **More on Training**
  - Mock walk-through training as opposed to lecture format; role playing as volunteer taking a guest through during training
  - Training should be based more on who all the providers are and less on homelessness
  - Couriers should have a different color t-shirt
  - More detailed directions for hosts prior to event day
- **Providers**
  - More dental services (similar to 2013)
  - More haircuts (similar to 2013)
  - More winter clothing, socks, underwear and personal care services (maybe Penta Career Center could send some of their students for basic cuts and trims).
  - Providers should wear t-shirts – hard to tell who is a provider versus a guest.
  - Several providers left before the event was over; they should stay the whole time.
- **Efficiency and Event Processes**
  - Couriers should have a different color t-shirt.
  - Promptly refill food items when running low
  - Details need to be better worked out before the morning rush (e.g., maps, where hosts and seating are, self-guiding process)
  - Clarity is needed of how guests would be matched with hosts. Maybe assign numbers or wait in a line.
  - Little more organization in the kitchen

- More direction as to where to drop off the completed guest forms
- Wait times at some of the providers was problematic
- Need more hosts for busy morning shifts
- Need more space, more seating for those waiting in line, some have trouble standing
- **Signage/Paperwork**
  - A little more detail on some of the providers if they have restrictions on which demographics they serve (e.g., one apartment provider was only for persons 62 and older)
  - More advertising for the event
  - The map system for locating various services needs to be improved
  - Place maps on clipboard as was stated at training
  - Several people did not know volunteers had to register ahead of time
  - The website to volunteer is user-unfriendly
  - Confidentiality paperwork could be signed at training to alleviate some backups during volunteer check-in and pre-printed name tags distributed at training might also help
- **Equipment**
  - Utilize paper products and plastic utensils or at least have on hand for when dinnerware ran low
  - Tote bags should be provided for guests' paperwork and other materials they pick up at the event
  - Be aware of extension cords, need to tape down.

While there are still areas in need of improvement, most notably in training, volunteers again reported excitement about having the event repeated in 2015 and noted they were

*"Learning about the perspective of someone receiving services is really important. Love this event!" – Volunteer*

willing to volunteer for next year's event. A few volunteers even noted they would like to see the event happen more than once a year. One hundred percent of the 2014 respondents, just like in 2013, expressed their willingness to volunteer at Project Homeless Connect Wood County again next year. Table 9 below illustrates respondents' level of agreement with three aspects of PC 2014.

**Table 9. Volunteer Responses to Aspects of PC.**

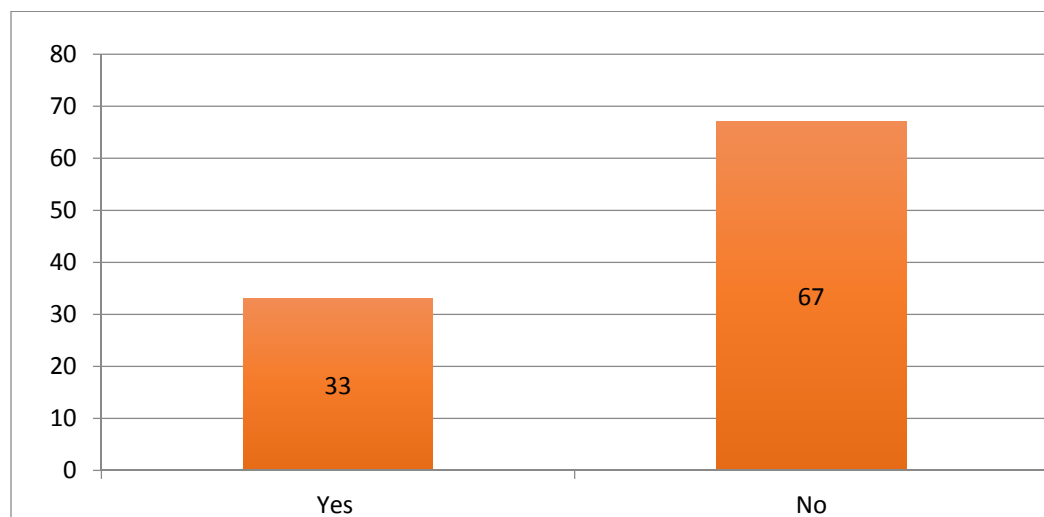
<b>Statement</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
It is a well-organized event.	63%	35.3%	.02%	0%	0%
I received an appropriate level of assistance to carry out my duties.	70.2%	24.6%	4.4%	.09%	0%
I had plenty to do.	51.3%	36.3%	8%	3.5%	.09%

**RESULTS: PROVIDERS**

Providers were also asked to complete an evaluation survey on WCPC. Similar to the volunteer survey, the instrument used to collect provider feedback was developed and has been used at many WCPC events across the country. In its second year of this organized effort 51 providers completed the self-report survey. Of the providers who completed the survey 92% of them reported that it was a well organized event and 90% of them reported that they received appropriate level of support. Majority of the providers also noted that they had plenty to do during WCPC, 2014 event. Furthermore, 100% of the respondents felt that the WCPC event met their expectations as they were given opportunities to help potential clients access their services. Some providers reported that they “were able to provide assistance to several people” and there was a “good community outreach”. Many providers thought that “it was a great event”, was “well organized” and provided opportunity to “connect with the community as well as other agencies throughout the county”. Many providers reported that they talked about available services to guests and provided them with referrals and other important information. Some providers recognized that it was an opportunity for them to get their name out in the community about the services they provided. Other providers reported positive nature of the event with personal guides and volunteer support, food and transportation and appreciative clients with whom they were able to meet. Almost without exception, providers felt that lots of needs were met at the WCPC event, particularly in terms of connecting individuals and families to much-needed resources. Agency personnel reported that it was great to work with many individuals and families in a convenient one-stop format with many of the needed resources available on site. Furthermore, 100% of the providers reported that they would attend WCPC event next year. Agency workers also reported that a total of \$15,819.00 worth of services were provided at WCPC event.

Some of the providers, who reported that WCPC event did not meet their expectations, stated that there should be training for service providers as well and also more information about registration. Few service providers recognized need for more planning. For instance one particular agency needed internet to provide services and at the starting of the event the space they were assigned did not have internet access, which was soon rectified, and service provision from their booth was started shortly.

**Figure 7. Percentage of providers reporting if WCPC changed their idea of what homelessness is and who might be involved**



As would be expected, more providers (67%) compared to volunteers reported that WCPC had not changed their ideas about what homelessness is and who is involved. Most reported “extensive previous work with homeless populations” as the reason for being somewhat familiar with the issue of homelessness and the needs in Wood County. One individual reported that “having been a social worker for fifteen years I feel pretty knowledgeable” and many respondents shared similar sentiments. Most of the service providers are knowledgeable about the issue of homelessness and recognize that there are many faces of homelessness, as one provider shared the sentiment that “I realize there are more homeless people in the community than I am aware of, even though you may not see them on the streets” and many of them share the opinion that “homelessness can affect anyone”. Some of the common themes for services providers who reported that as a result of this event their idea about what homelessness is and who might be involved changed stated that they learned about literal versus no-literal homelessness and also specified that they have participated in trainings and other events like WCPC but there is always something new that comes across as a learning experience.

Across the board, providers were elated to be able to do something to give back to their community and to see so many other available resources. A content analysis of comments by providers was done to determine common themes that emerged about positive aspects of WCPC, which are presented in table 10.

In addition to the positive aspects, providers also offered suggestions for areas where improvement is needed. There were six main headings that captured the content of providers’ comments under improvements for Project Connect 2014. Below are the six areas with specific recommendations:

**1. Efficiency/Processing**

- Better sign-in process to ensure better assistance.
- Providers had difficulty in finding information about how to register.
- Put table numbers on maps and signs
- Provide transportation in county on that day for guests to reach the event site.
- Orientation for providers.

- Need to be prepared to provide services to more people next year.
- Need more support to provide better services.
- Restroom maintenance to be checked hourly next time.
- 2. **Volunteer Hosts**
  - Volunteer/host training to especially include sensitivity to client needs.
  - More information/training about behavioral issues and services needed.
  - Training should also include what to expect at the event and information about restrooms and availability of food.
- 3. **Marketing and Outreach**
  - More media coverage.
  - More PR in advance.
  - Social media marketing.
- 4. **Space**
  - Separate eating area for workers.
  - Better flow of services.
- 5. **Scope of Services**
  - Some services were under-utilized and under-visited
- 6. **Communication**
  - Better explanation to providers of services offered.
  - All the services available not on the list.
  - Make sure people know about each provider.
  - More information about parking.
  - Let us know one week in advance that we have been accepted.
  - Recruit providers for next year by including a registration form in the exit form.

**Table 10. Positive Aspects of PC According to Collective Provider Comments**

Theme	2013 Percent of Comments Reflecting Theme	2014 Percent of Comments Reflecting Theme
Talking about our services, providing referrals, and offering other relevant information/options	40	20.62
Meeting people/meeting new people	37.2	2.06
Networking and connecting with other providers	33	10.31
Working with multiple people in a convenient one-stop format with all the resources Wood Co. offers	23.3	16.49
Helping people who need help	21	
Ability to advocate/offer services to those who might otherwise not have connected with provider	14	2.06
Well-organized event with personal guides and great volunteer support	14	20.62
Ability to speak to individuals when not in immediate distress, helping them gain self-sufficiency	4.5	not mentioned
Greeting our patrons and letting them know we care	4.5	
Live music	2.3	
Much more take away at event than what I gave	not mentioned	3.09

Theme	2013 Percent of Comments Reflecting Theme	2014 Percent of Comments Reflecting Theme
Happy to be a part of this thank you	not mentioned	8.25
Turnout was great helped more people this year	not mentioned	5.15
Get our name out in community, good PR & community outreach	not mentioned	7.22
Services for women	not mentioned	2.06

As the BGSU Team had done last year, the remainder of this report presents descriptives specific to each provider from whom we were able to collect PC client number labels in 2014. This information can be utilized not only for future PC and similar event planning in general, but it can also provide insight to the providers as to the types of clients in Wood County who might be in need of their services.



## 2013 to 2014 COMPARISONS

In consideration of the findings, most notably the responses to the open-ended questions on the various surveys distributed, five major recommendations in 2013 were made to further enhance PHC. What follows is a list of those recommendations and how, and if, they were incorporated in 2014.

### 1. Process Attendees More Efficiently

- a. **Into Intake.** Respondents provided negative feedback about extended time spent waiting at intake, and volunteers reported that some guests left without services due to the wait. Some suggestions to remedy this difficulty were to intake more clients in each group, to provide for attendees while waiting, to explain services offered at the event while folks are waiting, to staff intake with additional volunteers in the early morning, to speed up the actual intake process, and to offer a meal during the wait for intake screening.
- b. **Throughout the Event.** Guests, volunteers, and providers commented that other changes that could be made to make the event more efficient for all attendees would include grouping services better by central themes, dedicating one specific place for exit interviewing, having enough hosts for the amount of attendees at the event, making the event more accessible for folks in wheelchairs, stationing food and clothing toward the beginning of the event and having a place for them to secure what they have received, and supplying attendees with writing supplies. A shortage of host volunteers meant that guests had to navigate by themselves. Providers felt that additional space was needed for private consultations for confidential services such as mental health, alcohol/drug issues, and reentry, and that this information should be provided to attendees more discretely.

**Recommendations incorporated and changes made in 2014.** As a result of the challenges experienced at intake in 2013 several recommendations were incorporated and changes in process were made, which were as follows:

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- Guests could pre-register for the event.
- More intake workers and volunteers were recruited for morning and afternoon shift.
- Guests were paired with a host as soon as they walked in.
- Guests could go for their meal if there was a wait time involved at intake.
- Volunteers were also supporting intake in their operation. Two volunteers were tracking and calling guest numbers when Intake worker was available which allowed for smooth transitioning from registration to Intake.
- Similar services were placed by central themes. One specific place for exit interviews was designated.
- Food and clothing was placed toward the beginning of the event and a place for guests was made available to secure what they received. Writing supplies were also made available for attendees to write down their notes.
- Agencies, which requested privacy for maintaining client confidentiality, were provided such spots.
- Providers were moved to different areas in the building and also the providers were spread out more.
- Signs were posted for each provider and a map of the layout was posted on walls.

- Qualtrics was also used to register service providers, volunteers, and guests.

## **2. Offer More Providers/Provisions**

In 2013, guests and volunteers remarked that more employment services and job resources, more gas cards or vouchers, more housing services for specific sub-populations, immediate housing assistance, and more time to visit providers, more health-care related services, more comprehensive health screenings, more pregnancy information, more dental and vision services, more space for vision screenings, more health insurance education materials, increases in food and groceries, gift cards for when items become depleted, clothing for men, and showers and laundry services were needed. Volunteers also felt that more Christian spiritual help should be made available, that major providers needed more than one person at their tables, that a directory of resource providers and their contact info would be helpful, and that a lost and found area was needed. Providers also would have liked more referrals for their services.

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### **Recommendations incorporated and changes made in 2014.**

- There were more agencies that participated at the event this year as compared to last year hence overall increasing the type of services and resources available at the event this year.
- The common sentiment shared by service providers was that they need to make sure that they have increased capacity to serve more people on that day next year.

## **3. Assign More Volunteers Hosts and Provide Them with Additional Training**

Participants in all three PHC 2013 roles stated that they would like to see more host volunteers at the next PHC event. While they wished to see more total volunteers, respondents wished to see fewer volunteer roles, better organization of the job roles, and more hands-on training. Particularly guests, volunteers, and providers felt that hosts should know the event navigation better and should know the service providers and their services better. For their part, hosts also complained that there was not a breakdown of service providers and their services on the clipboards they were given. Providers remarked that hosts should know guest names and introduce them; they also believed that some services were underutilized because hosts and intake workers were unfamiliar with the services provided by specific agencies. Some providers also mentioned that there should be a guide specifying what each agency does since they had "many guests who visited who would not qualify for services."

Volunteers expressed a desire for clearer communication on what to do with intake forms and exit surveys, and requested that changes be made to make the orientation more active. There seemed to be confusion surrounding exit surveys, who was to guide the attendees in completing them, and where they were supposed to go when they were completed.

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### **Recommendations incorporated and changes made in 2014.**

- A keen effort was made to recruit more volunteers and train them prior to the event.
- Training power point and material regarding the event, process, administration, and functioning from sign-in to exit was made available prior to the event.
- Training sessions for volunteers were started a couple of weeks prior to the event and were also held on the day of the event for those who could not complete it earlier.

- A separate "Services At-A-Glance" sheet was prepared which helped volunteers to determine all the agencies present at the event and also the services provided by them and were placed on a clipboard.
- All the workers present at the event wore a nametag, which differentiated in its look by the role that they were playing at the event.
- Paired a host with their guest from the very beginning this made it smoother flow for all.
- Added a host responsibility sheet to the clipboards along with a larger map and rearranged volunteer center to make it more user friendly.
- One signature pad was made available for all volunteers to sign-off on liability, agreements and confidentiality releases.

#### 4. **Better Marketing, Communication, and Signage**

- Marketing Preceding the Event.** Several individuals in all PHC roles commented on communicating with the public and other providers about the PHC event. Many remarked that the "Project Homeless Connect" was a misnomer marketed as a homeless event, but actually served just as many, if not more, at-risk and nearly homeless individuals. A few commented that since the event was geared to low-income individuals, and not just the homeless, it should be clearly marked as such by being called "Project Connect." There was some concern among providers that subpopulations were under-considered, such as the elderly, veterans, or the Latino population. Several guests and providers desired more email updates and reminders, and a few remarked that they found out about the event by accident.
- Communication/Paperwork at the Event.** During the event, volunteers and providers felt that better communication was needed between members of the steering committee (e.g., via walkie-talkies). Some felt that a list of providers by their service areas would have been a helpful addition to the intake sheet or on the accompanying checklist. Some felt that the intake paperwork was redundant, hard to fill out, and confusing. Walk-in providers were concerned that they were not listed and perhaps a dry-erase board on an easel could add last minute service providers. Guests also remarked that it would be helpful if housing providers were listed by whether or not children were permitted.
- Signage at the Event.** Volunteers and Providers were concerned about event signage. Some felt that guests had no way of knowing that some service agencies provided multiple services unless the signage conveyed that message. Providers also felt that the private rooms that were on the second floor were unknown to many of the PHC visitors. Many felt that the signs throughout the table-top areas should have been bigger for folks with poor vision. Several also felt that wall poster boards in each area containing a large site map would help this issue.

#### **Recommendations incorporated and changes made in 2014.**

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- To be more inclusive the second year around this organized effort was called "Wood County Project Connect".
  - Agencies working with diverse populations like the Latino community, and veterans were also invited to be on the steering committee.
  - A PowerPoint detailing the agencies present, services provided by them at the event was made which was playing throughout the event.
  - "Services At-A-Glance" documents were also prepared, which were helpful for guests, providers, and volunteers.

- Maps of service vendors and their location at the event were posted on walls and proper signage of agencies was also done.
- Forms, survey questionnaires, and PowerPoint were amended.

## 5. **Parking/Shuttle**

Parking was a common concern among guests, volunteers, and providers. Several suggested that volunteers and vendors should park elsewhere and be shuttled in order to allow more spaces at the facility for guests as many of them drove and/or had rides. Also, transportation volunteers should be placed at entrances and exits in each parking lot to ensure cars belong to guests and select vendors only. Next year, more vans/drivers available for "on the spot" rides, signs at shuttle stops that list a phone number for folks to call when they want to appear at PHC instead of predetermined stop times, and paperwork that clearly indicates specific location of van pickup stops if at obscure locations (e.g. Walmart Lube Center) would be additions that would improve the parking and shuttle services for the Project Homeless Connect event.

### **Recommendations incorporated and changes made in 2014.**

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- Volunteers, service providers, and other workers who participated in WCPC parked at a site away from the event location and a shuttle was arranged to transport them both ways.
- Taxi vouchers were also provided to the guests who needed transportation to get back.

## **STEERING COMMITTEE INPUT**

In 2014, the Project Connect Steering Committee members participated in a self-driven focus group on the effectiveness, efficiencies, and recommendations for PC 2015. What follows below is the BGSU Team's report of what the items discussed during that meeting. We agree with the recommendations and suggestions for improvement offered by this year's Steering Committee and hope to see many of these changes incorporated.

### **Report on Wood County Project Connect Steering Committee Meeting**

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On October 30<sup>th</sup> 2014 Project Connect Wood County steering committee met at 8:00 A.M. to discuss and ascertain PC 2014 event organization, achievements, challenges and future directions. More specifically committees were asked about:

- The improvements they made in organizing 2014 event.
- If the improvements that were made helped the committee to function better.
- Whether Project Connect should be continued in 2015?
- Changes recommended for next year's event.

**Logistics committee** reported that they moved providers to different areas in the building and also the providers were spread out more. Signs were posted for each provider and a map of the layout was posted on walls. These improvements lead to better circulation of guests and volunteers and the traffic flowed more smoothly. This year, volunteers and providers were asked not to park their vehicles at the event site, which reduced the parking lot congestion, as there was more space available for guests to park. There was also more space for

some service providers to park their mobile vans, which they needed to provide services, such as the dental clinic.

**Volunteer Management Committee** recruited approximately 200 volunteers. As compared to last year more volunteers were added and more tasks were delegated. The volunteer application was also placed on the Wood County Public Library website, and a new courier position was created.

A shortened and condensed orientation for volunteers was created which concentrated on getting guests to providers and learning the building layout. More orientation sessions were organized thereby keeping the groups smaller.

The pairing of a host with guest from the very beginning made it smoother flow for all. A host responsibility sheet was added to the clipboards along with a larger map and rearranged volunteer center to make it more user friendly. For example, there was one signature pad for all volunteers to sign-off on liability agreements and confidentiality releases.

Suggestions for next year are as follows:

- Create a new Gmail account with the current name
- Use a new website for volunteer registration; add confidentiality, liability and other releases
- Ask for more people to distribute volunteer recruitment information
- Delegate even more to committee members (Chair)
- Contact the Islamic Center at least 6 weeks out to get them involved
- Increased communication with all committees to ensure we are all on the same page
- Send volunteer reminders out earlier than a week before the event
- Complete the shortened orientation sessions at least a week ahead of the event
- Add a Guest oriented self-guided sheet for the clipboard for those without Hosts; ensure all Guests go through Intake before receiving services, even just clothing and food
- Shuttle for volunteers starts earlier; volunteer check in begins by 6:45 a.m.; add two people to walk-in orientation; hand out map of venue to hosts as they arrive/check in
- ID Couriers with a hat/vest for better visibility; dot on nametag was hard to see
- Add walkie-talkies at entry to improve communications

**Administration Committee:** Improvements were made by amending guest forms, survey questionnaires, and a more detailed PowerPoint. For this year's event, they also created a "Services At-A-Glance" provider list with information about the services offered by each agency participating at the event. The browser-based survey platform Qualtrics was also used to register service providers and volunteers. One of the challenges identified in using Qualtrics to collect this data was that it depended on one person to export the information and share it with others. In the future, if we could devise a system in which more people can have access to this it would improve coordination for various committees.

For future events, the committee made a few recommendations: (1) Improve the exit survey questionnaire, as it would facilitate better data evaluation; (2) Consider having access to computers at the event to enter data at intake; (3) Need for training for service so that they would be more familiar with the process and also to train them to add guest stickers after providing services to the guests instead of putting a check mark on their sheets. This is an

important piece of information to be collected from an evaluation stance, as check marks alone cannot be tied back to guests' information for analyses. It was also suggested if we could have a competition to see which provider has the most guest stickers at the end of the day to encourage participation in the process. Jane Rosser, Director of Service Learning at BGSU, noted that BGSU has a new volunteer portal that could be used for Project Connect next year for volunteer recruitment.

**Intake/ Social Workers Committee:** Having an active Co-Chair in Intake/ Social Workers committee this year really helped share the workload. Guests were preregistered for the first time in 2014. There were two booths: one for the guests who needed to be registered and the other one for preregistered guests. This helped in making the process move more swiftly and smoothly and greatly attenuated long lines and wait times at registration and intake. It was recommended that PC do more advertisement about preregistration next year so that the wait time is shortened even more and that information about guests can be given to service providers. A call to 2-1-1 was arranged for guests so that they could pre-register but sometimes volunteers also called and there was some confusion regarding who could register using that phone number. For next year, clear instructions need to go out to the community so that there is no misunderstanding.

Intake added seven more workers in the morning shift and started 20 minutes earlier and these adjustments also helped move guests through Intake more quickly and were a huge improvement over last year. Guests were paired with Hosts to help them navigate through the event. Pairing guests with Hosts at start kept many guests from leaving due to having to wait for Intake. Another improvement was the PowerPoint created by the Administration committee that was used to train Intake workers on the providers and their services. Having two volunteers tracking and calling guest numbers when an Intake Volunteer was available was an improvement this year and allowed for smoother transitioning from registration to Intake. For next year it was recommended that the final version of forms are ready for Intake to utilize before the first training for Intake workers.

**Health and Wellness Committee** reported that as a result of Wood County Health Department staff changes, the co-chair position from this committee was eliminated this year, which made things tough. However, she was able to contact all 2013 health and wellness providers and also added some new ones. Some of the providers did not fill out the form and the chair called them over the phone and filled it out for them. This year, 21 dental patients were served at the event, which was approximately 57% more as compared to last year, which was a real accomplishment. Providing birth certificates, which was being done for the first time at PC was a huge success. They had means to provide 41 birth certificates at the event but as this capacity was exhausted, a waiting list was created for follow-up. For next year, need to plan for providing more birth certificates. Similarly, photo identification, which was provided for the first time at PC, was also a great success. There were a total of 31 ID cards provided that day and it was recognized that there might be a need to provide this service on a monthly basis.

**Housing/Education/Social Service Providers Committee** had great success in recruiting last years' service providers and adding new ones. They followed up with providers to get the forms returned. Since space is limited at St. Mark's maybe we should target the providers with the services in most demand for 2015. This year, until the last few days, providers were being added, which makes it challenging for many committees and hence it was recommended that maybe adding a Provider cut-off date for 2015 and sticking with it will help. Last minute additions also get lost. The Information Table was a good addition this year. It was very busy and also handed out transportation vouchers. Suggestions for next year were made to help providers fill out their forms and have a central intake for forms, at check-in have maps and packets pre-assembled, and be sure to reinforce the use of guest stickers on their sheets. Prepopulating these guest label form with the provider name at the top is recommended as well as prepopulating provider registration forms from previous years' information to save time and then just ask if there are any updates with new service providers.

**Food committee** reported that there was plenty of food and great volunteers in food service. Many of these volunteers were experienced in that area and it helped greatly. Unfortunately, the dishwasher soap ran out by lunchtime and because it is a special commercial size, it is not available in all the stores. Next year they need to check supply ahead of time. There were 30 meals made for kids and only 6 were used in the nursery. Overall, in 2014 more people were served as compared to last year.

**Personal Care committee** was surprised the 150 kits that they had prepared went so quickly. They were gone by 11:30 a.m. and they recommended that we need more kits for next year. Although an October 1 deadline was given for donations, so many of the items came in after the deadline. A recommendation was made to make this deadline earlier for next year's event. More personal care items and coats were needed. The beautician from "Dying to be Pretty" wants to manage the haircutting room next year and make sure it is well staffed.

## **Conclusion**

In general, the 2014 PC Steering Committee members agreed that there should be a Project Connect in 2015. There are unmet needs and 70% of this year's Guests were new. Some overall suggestions during the discussion included: (1) Adding an area for guests to sit and fill out their exit survey and (2) May need to include a tagline for "Project Connect" about homelessness or connection with services so the event reaches the broader population. St. Mark's was noted to be perfect location for this event, but there may be a need to limit providers given the confines of the available space.

## **BGSU RESEARCH TEAM FINAL RECOMMENDATIONS**

Taking the input from the providers, guests, volunteers, and Steering Committee members together as a whole, there were five primary areas where improvement for Project Connect 2015 is recommended:

### **1. Enhance and Extend Volunteer Host and Intake Worker Training**

Even given all of the revised processes and the addition of the "Services At-A-Glance" sheet, Host Volunteers noted numerous times the need for training. Mock walk-throughs, more on who the providers are and what they do, and more detailed directions prior to event day should be the focus for revising training efforts for PC 2015. One suggestion is to create and make available pre-recorded web presentations where volunteers can learn about the providers and their services prior to the event.

Intake worker training on data collection forms is highly recommended. Data on the primary at-risk target population of those at-risk for homelessness were not fully captured as only some Intake Volunteers completed those questions on the intake forms. Perhaps if volunteers knew how the information gathered is used and why it is all important would be beneficial.

### **2. T-Shirts for All Involved Parties except Guests**

In 2013, providers and volunteers wore t-shirts to differentiate themselves from guests for better service provision. This year, to save money, which is important, the decision for providers to not wear a specific color t-shirt led to confusion for guests, hosts, and providers alike. The PC 2015 Steering Committee should reconsider presenting and requiring providers to wear event day t-shirts as well.

### **3. Advertising for the Event**

Compared to PHC 2013, advertising and signage for PC 2014 was more limited. The Publicity Committee should work very closely with the Co-Chairs of the Steering Committee to work with media outlets and Wood County agencies early and often about the upcoming event. A consistent message about the event, who the target audience is, and what is offered should be developed and audio, video, and print materials should harness this message and display it frequently, especially the two months leading up to the event. Suggest working with students and faculty in the BGSU Marketing Department located at 234 Business Administration Building under the leadership of Dr. Bostel at [mbostel@bgsu.edu](mailto:mbostel@bgsu.edu). There is also a BGSU chapter of the American Marketing Association led and run by students who would be a great asset to consider.

### **4. Specifically for Guests**

A good number of guests and Volunteer Hosts commented on how it was difficult to carry all of the paperwork and other items collected throughout the PC. Tote bags or similar holding parcel is recommended. More efforts should be considered on how guests physically travel through the event with their coats, wares, and collected items as well as creating more comfortable waiting spaces outside of providers where there are long waits. One way to deal with long waits is to train hosts to take their guests to another provider that either Intake identified or the guest noted as wanting to visit on the Welcome form (i.e., the first form guests



fill out on the services with which they wish to connect). Chairs or benches for disabled guests would also be helpful.

#### **5. Offer More Tangible Goods, Services, and Provisions**

This recommendation was also made in 2013 and while there were considerably more offerings in 2014, guests and volunteers both noted the need to have more haircut and dental slots, as well as offering other medical services (e.g., vision, eye glass repair, glucose checks), and more coats, winter clothing, and personal care services. Efforts should be made by the PC 2015 Steering Committee to contact local career centers and colleges such as Penta, Owens, and similar for assistance in some of these areas. Extending the provider reach beyond the immediate Bowling Green area to other qualified entities to provide more tangible goods and services is recommended.

#### **REFERENCES**

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- Patton, L. (1987). The rural homeless. Washington, DC: Health Resources and Service Administration.
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## **INDIVIDUAL PROVIDER REPORTS**

## Behavioral Connections of Wood County

Throughout the PC event, Behavioral Connections of Wood County provided attendees with help for issues related to mental health and wellness. In addition to these services, Behavioral Connections also provides appointment services, mental health evaluations, and comprehensive care for crisis, addiction intervention, and mental health recovery. Their vision is a compassionate community committed to respecting the dignity of the individual and family, addressing substance abuse and mental health issues effectively within the community, and enhancing the quality of life for all members. Services are offered on a walk-in basis although there may be a fee for some services based on household income.



Drug and/or alcohol treatment programs offered by BCWC include: inpatient treatment, outpatient treatment, dual-diagnosis treatment, peer support groups, group therapy, individual counseling, case management, relapse prevention aftercare, therapeutic community, Alcoholics Anonymous, and Narcotics Anonymous. Others programs offered include individual and group counseling, a drop-in center, and psychiatry. Behavioral Connections of Wood County is located at 1022 North Prospect St., Bowling Green, OH 43402, and the agency can be contacted by phone at (419) 352-1545 or (800)472-9411. More information is available at [www.behavioralconnections.org](http://www.behavioralconnections.org).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 7)

Attribute	Number
Average Age	31.50
Average Number of PC Services Guests Wished to Connect	5.43
Gender	
Females	5
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	4
Married	0
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	2
Adults and Minor Children	5
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	5
Black/African-America	2
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	3

No	3
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### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	4
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	3
1 Year or Longer	1
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	1
No	6
Receive Child Support	2
Receive Support from Other People	
Yes	0
No	7
Ohio Works First (OWF)	
Yes	0
No	7
Unemployment Benefits	
Yes	0
No	7
Social Security Retirement Benefits	
Yes	0
No	7
Social Security Disability Benefits	
Yes	3
No	4

Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	3
Government Medical Assistance	
Yes	3
No	4
Section 8 Housing Voucher	
Yes	1
No	6
Subsidized Housing	
Yes	1
No	6
Any Other Type of Rental Assistance	
Yes	0
No	7
Receive Veterans Medical Assistance or Services	0

## Bowling Green Police Division

During the Project Homeless Connect event, the Bowling Green Police Division provided guests with information regarding police services. Will also provide information and literature in regards to programs and referrals offered by the Police Division. The mission of the Bowling Green Police Division is to improve the quality of life experienced in the City's neighborhoods, to involve the community in decisions which directly affect them and to provide the necessary services identified by the community as important. The Bowling Green Police Division is located at 175 W. Wooster St., Bowling Green, OH, 43403, and contact can be made by phone to their non-emergency number (419) 352-8775. More information is also available at [www.bowlinggreenpolice.org](http://www.bowlinggreenpolice.org).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 13)

Attribute	Number
Average Age	47.92
Average Number of PC Services Guests Wished to Connect	8.69
Gender	
Females	9
Males	4
Transgender	0
Veterans	0
Marital Status	
Single	6
Married	3
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	9
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	6
Race/Ethnicity	
White/Non-Hispanic	12
Black/African-America	0
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	9
No	3

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	1
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	4
1 Year or Longer	3
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	4
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	2
No	11
Receive Child Support	1
Receive Support from Other People	
Yes	1
No	10
Ohio Works First (OWF)	
Yes	0
No	12
Unemployment Benefits	
Yes	0
No	12
Social Security Retirement Benefits	
Yes	2
No	9
Social Security Disability Benefits	
Yes	9
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	9
No	4

Government Medical Assistance	
Yes	9
No	3
Section 8 Housing Voucher	
Yes	3
No	9
Subsidized Housing	
Yes	3
No	9
Any Other Type of Rental Assistance	
Yes	0
No	12
Receive Veterans Medical Assistance or Services	0





### Big Brothers Big Sisters of Northwestern Ohio

Big Brothers Big Sisters of Northwestern Ohio provides children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever. Big Brothers Big Sisters of Northwestern is located at 315 S. College Drive, Suite 104A, Bowling Green, Ohio 43402. Phone: 419-354-2113. Fax: 419-352-9679.

#### Characteristics of Guests Visiting Agency or Accessing Services (N = 6)

Attribute	Number
Average Age	42.67
Average Number of PC Services Guests Wished to Connect	7.50
Gender	
Females	6
Males	0
Transgender	0
Veterans	1
Marital Status	
Single	3
Married	0
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	1
Adults and Minor Children	5
Unaccompanied Minor	0
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	6
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	6
No	0

#### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	0
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	0
1 Year or Longer	2
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0

Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	1
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	2
No	4
Receive Child Support	3
Receive Support from Other People	
Yes	0
No	5
Ohio Works First (OWF)	
Yes	0
No	6
Unemployment Benefits	
Yes	0
No	6
Social Security Retirement Benefits	
Yes	0
No	5
Social Security Disability Benefits	
Yes	3
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	2
Government Medical Assistance	
Yes	3
No	2
Section 8 Housing Voucher	
Yes	3
No	3
Subsidized Housing	
Yes	0
No	5
Any Other Type of Rental Assistance	
Yes	0
No	5
Receive Veterans Medical Assistance or Services	0

## The Breast and Cervical Cancer Project

At PC, the Breast and Cervical Cancer Project will assess female guests for eligibility and sign up for a free pap/pelvic/CBE & mammogram to be scheduled at a later date.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 6)

Attribute	Number
Average Age	49.33
Average Number of PC Services Guests Wished to Connect	8.67
Gender	
Females	6
Males	0
Transgender	0
Veterans	1
Marital Status	
Single	3
Married	0
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	5
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	6
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	6
No	0

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	1
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	1
1 Year or Longer	1
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	0

Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	3
Other	1

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	0
No	6
Receive Child Support	0
Receive Support from Other People	
Yes	1
No	5
Ohio Works First (OWF)	
Yes	0
No	6
Unemployment Benefits	
Yes	0
No	6
Social Security Retirement Benefits	
Yes	1
No	5
Social Security Disability Benefits	
Yes	3
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	2
Government Medical Assistance	
Yes	3
No	3
Section 8 Housing Voucher	
Yes	1
No	5
Subsidized Housing	
Yes	0
No	6
Any Other Type of Rental Assistance	
Yes	0
No	5
Don't Know	1
Receive Veterans Medical Assistance or Services	0

## Career Link

At PC, Career Link provided information and referral for jobs. This provider is located at 990 W Poe Rd, Bowling Green, OH 43402 and can be reached at (419) 352-0600.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 20)

Attribute	Number
Average Age	42.21
Average Number of PC Services Guests Wished to Connect	7.40
Gender	
Females	8
Males	12
Transgender	0
Veterans	2
Marital Status	
Single	10
Married	4
Divorced or Separated	6
Widowed or Other	0
Type of Household	
Adult Only	9
Adults and Minor Children	10
Unaccompanied Minor	0
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	17
Black/African-America	2
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	12
No	7

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	8
Have Previous Eviction	5
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	7
More than 3 Months but Less than 1 Year	3
1 Year or Longer	4
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1

Living with Family	2
Living with Friends	4
Place Not Meant for Habitation	1
Foster care/group home	0
Rental House/Apartment	3
Other	1

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	3
No	13
Receive Child Support	3
Receive Support from Other People	
Yes	3
No	12
Ohio Works First (OWF)	
Yes	0
No	15
Unemployment Benefits	
Yes	0
No	15
Social Security Retirement Benefits	
Yes	0
No	15
Social Security Disability Benefits	
Yes	4
No	13
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	8
No	10
Government Medical Assistance	
Yes	8
No	10
Section 8 Housing Voucher	
Yes	2
No	16
Subsidized Housing	
Yes	1
No	17
Any Other Type of Rental Assistance	
Yes	0
No	17
Receive Veterans Medical Assistance or Services	1

## Cherry Street Mission Ministries

Cherry Street Mission Ministries had a table at PC with information about both their agency and the Hope House. Cherry Street also assists in providing food to the homeless and clothing to the needy as well as providing employment services and job training, housing help, and healthcare. Cherry Street Mission Ministries is located at 105-17th Street Toledo, OH, 43604, and can be reached by phone at (419) 242-5141. More information is also available at [www.cherrystreetmission.org](http://www.cherrystreetmission.org).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 10)

Attribute	Number
Average Age	38.70
Average Number of PC Services Guests Wished to Connect	9.50
Gender	
Females	4
Males	6
Transgender	0
Veterans	1
Marital Status	
Single	4
Married	4
Divorced or Separated	2
Widowed or Other	0
Type of Household	
Adult Only	5
Adults and Minor Children	5
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	7
Black/African-America	1
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	5
No	4

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	4
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	2
1 Year or Longer	1
Where Stayed Night Prior to PC	
Emergency Shelter	0

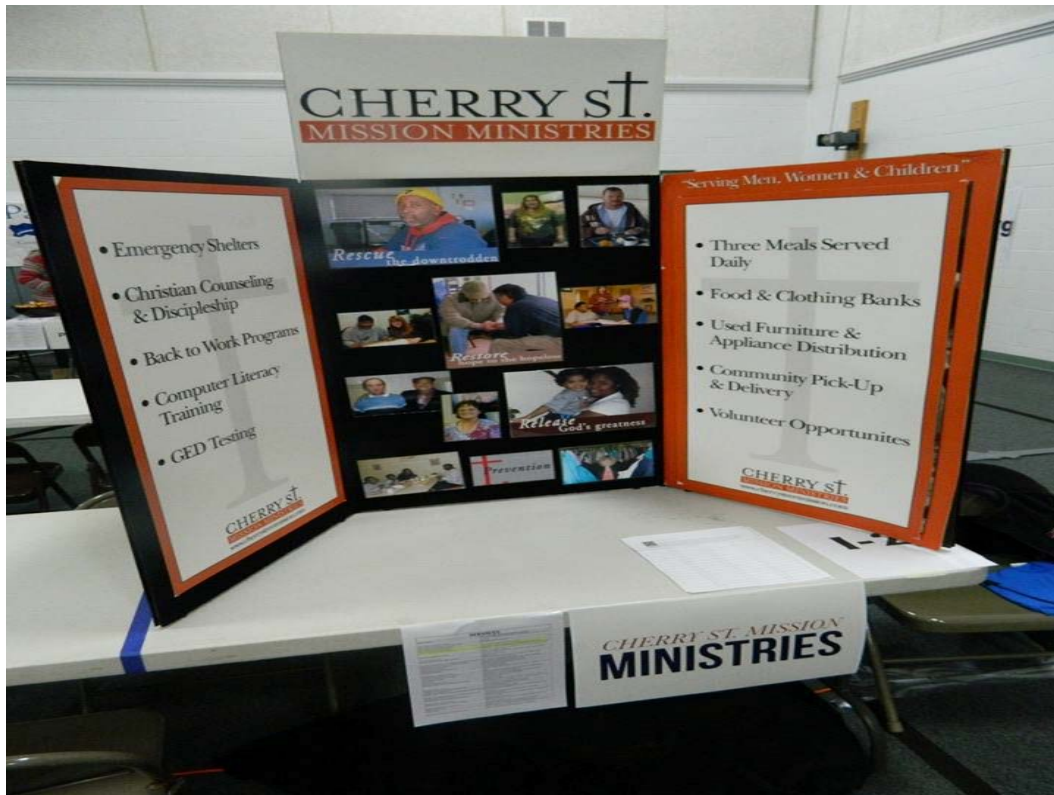
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	1

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	0
No	7
Receive Child Support	1
Receive Support from Other People	
Yes	2
No	5
Ohio Works First (OWF)	
Yes	0
No	7
Unemployment Benefits	
Yes	1
No	7
Social Security Retirement Benefits	
Yes	2
No	6
Social Security Disability Benefits	
Yes	3
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	5
Government Medical Assistance	
Yes	5
No	4
Section 8 Housing Voucher	
Yes	1
No	8
Subsidized Housing	
Yes	0
No	9



Any Other Type of Rental Assistance	
Yes	0
No	9
Receive Veterans Medical Assistance or Services	0



## **Children's Resource Center**

At the PC event, the Children's Resource Center provided child care, young children's activities, social and behavioral screenings for children 6+, depression and suicide risk screenings for adolescents, service education, and intakes. Services are open to those 24 years of age and younger. There is no need to call ahead, as CRC accepts walk-ins. Costs are based on income and some may be covered by Medicaid.

Services offered by the CRC include: outpatient treatment program, intensive outpatient treatment program, dual-diagnosis treatment, group therapy, individual counseling, relapse prevention, aftercare, home-based and school-based services, crisis intervention, partial hospitalization, assessment and evaluation, intensive home services, critical incident response, short-term residential service (outpatient), group counseling, pharmacological management, behavioral therapy, and case management. Children's Resource Center is located at 1045 Klotz Road, Bowling Green, OH, 43402. Contact by phone can be made by calling either (419) 352-7588 or (888) 466-5437. More information is also available at [www.crcwoodcounty.org](http://www.crcwoodcounty.org).

### **Characteristics of Guests Visiting Agency or Accessing General Services (N = 13)**

Attribute	Number
Average Age	41.42
Average Number of PC Services Guests Wished to Connect	7.46
Gender	
Females	11
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	5
Married	5
Divorced or Separated	2
Widowed or Other	1
Type of Household	
Adult Only	5
Adults and Minor Children	7
Unaccompanied Minor	0
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	10
Black/African-America	1
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	10
No	3

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	0
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	2
1 Year or Longer	5
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	3
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	7
No	5
Receive Child Support	1
Receive Support from Other People	
Yes	0
No	8
Ohio Works First (OWF)	
Yes	0
No	9
Unemployment Benefits	
Yes	0
No	9
Social Security Retirement Benefits	
Yes	1
No	8
Social Security Disability Benefits	
Yes	6
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	12
No	1

Government Medical Assistance	
Yes	11
No	0
Section 8 Housing Voucher	
Yes	4
No	7
Subsidized Housing	
Yes	1
No	9
Any Other Type of Rental Assistance	
Yes	0
No	10
Receive Veterans Medical Assistance or Services	0

**Characteristics of Guests Visiting Agency or Accessing Intake Services  
(N = 13)**

Attribute	Number
Average Age	41.42
Average Number of PC Services Guests Wished to Connect	7.46
Gender	
Females	11
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	5
Married	5
Divorced or Separated	2
Widowed or Other	1
Type of Household	
Adult Only	5
Adults and Minor Children	7
Unaccompanied Minor	0
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	10
Black/African-America	1
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	10
No	3

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	0
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	2
1 Year or Longer	5
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	3
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	7
No	5
Receive Child Support	1
Receive Support from Other People	
Yes	0
No	8
Ohio Works First (OWF)	
Yes	0
No	9
Unemployment Benefits	
Yes	0
No	9
Social Security Retirement Benefits	
Yes	1
No	8
Social Security Disability Benefits	
Yes	6
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	12
No	1

Government Medical Assistance	
Yes	11
No	0
Section 8 Housing Voucher	
Yes	4
No	7
Subsidized Housing	
Yes	1
No	9
Any Other Type of Rental Assistance	
Yes	0
No	10
Receive Veterans Medical Assistance or Services	0



## City of Bowling Green Grants Department

At PC, City of Bowling Green Grants Department provided information regarding transit services in the area. They are located at 304 North Church Street, Bowling Green, Ohio and can be reached by phone at (419)-354-6203 or by fax at (419)-353-4763 or by email at [bggrants@bgohio.org](mailto:bggrants@bgohio.org).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 7)

Attribute	Number
Average Age	48.33
Average Number of PC Services Guests Wished to Connect	8.43
Gender	
Females	4
Males	3
Transgender	0
Veterans	2
Marital Status	
Single	2
Married	2
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	5
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	7
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	2
No	3

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	4
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	2
1 Year or Longer	0
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0

Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	1
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	1
No	5
Receive Child Support	0
Receive Support from Other People	
Yes	1
No	5
Ohio Works First (OWF)	
Yes	0
No	6
Unemployment Benefits	
Yes	0
No	6
Social Security Retirement Benefits	
Yes	1
No	5
Social Security Disability Benefits	
Yes	3
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	2
Government Medical Assistance	
Yes	5
No	1
Section 8 Housing Voucher	
Yes	2
No	4
Subsidized Housing	
Yes	1
No	5
Any Other Type of Rental Assistance	
Yes	0
No	6
Receive Veterans Medical Assistance or Services	1





## Compass Corporation for Recovery Services

At PC Compass Corporation for Recovery Services will schedule mental health / substance abuse assessments. Compass Corporation for Recovery Services provided comprehensive services for adults ranging from educational programs to short-term residential treatment. Compass Corporation for Recovery Services is located at 2465 Collingwood Boulevard, Toledo, OH, 43620 and the agency can be contacted by phone at (419) 241-8827.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 6)

Attribute	Number
Average Age	43.50
Average Number of PC Services Guests Wished to Connect	9.33
Gender	
Females	5
Males	1
Transgender	0
Veterans	1
Marital Status	
Single	4
Married	1
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	3
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	5
Black/African-America	1
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	4
No	2

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	2
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	0
1 Year or Longer	3

Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	1
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	1
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	1
No	4
Receive Child Support	1
Receive Support from Other People	
Yes	0
No	5
Ohio Works First (OWF)	
Yes	0
No	5
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	0
No	5
Social Security Disability Benefits	
Yes	3
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	3
No	3
Government Medical Assistance	
Yes	3
No	3
Section 8 Housing Voucher	
Yes	0
No	6
Subsidized Housing	
Yes	0
No	6

Any Other Type of Rental Assistance	
Yes	0
No	6
Receive Veterans Medical Assistance or Services	1

## **Deacons Committee at First Presbyterian Church**

At PC the Deacons Committee at First Presbyterian Church provided gently used clothing, winter coats, boots, hats, gloves and new personal care products. They are located at 126 South Church Street, Bowling Green, Ohio. They can be reached by phone at (419)-352-5176. You can view their website for more information at [www.bgpresb.org](http://www.bgpresb.org)

### **Characteristics of Guests Visiting Agency or Accessing Services (N = 50)**

Attribute	Number
Average Age	40.70
Average Number of PC Services Guests Wished to Connect	6.96
Gender	
Females	38
Males	12
Transgender	0
Veterans	2
Marital Status	
Single	18
Married	13
Divorced or Separated	16
Widowed or Other	3
Type of Household	
Adult Only	25
Adults and Minor Children	22
Unaccompanied Minor	0
Disabled Adults or Children In Home	9
Race/Ethnicity	
White/Non-Hispanic	47
Black/African-America	1
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	33
No	16

### **Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	7
Have Previous Eviction	8
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	9
More than 3 Months but Less than 1 Year	8
1 Year or Longer	13
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3

House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	14
Other	5

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	11
No	35
Receive Child Support	5
Receive Support from Other People	
Yes	7
No	36
Ohio Works First (OWF)	
Yes	0
No	43
Unemployment Benefits	
Yes	1
No	44
Social Security Retirement Benefits	
Yes	6
No	38
Social Security Disability Benefits	
Yes	17
No	27
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	31
No	18
Government Medical Assistance	
Yes	31
No	17
Section 8 Housing Voucher	
Yes	9
No	37
Subsidized Housing	
Yes	8
No	38

Any Other Type of Rental Assistance	
Yes	0
No	44
Don't Know	2
Receive Veterans Medical Assistance or Services	1



## Dental Center of Northwest Ohio (NWO)

At PC, the Dental Center of Northwest Ohio provided preventive and restorative dental services. They will also provide emergent dental care needs utilizing Smile express dental center (includes driver, dental assistant) for this event. Dental Center of Northwest Ohio will also have referral options and information provided. The Dental Center of Northwest Ohio has two primary locations where they can be contacted: 2138 Madison Ave. Toledo, Ohio, 43604 at (419) 241-6215 or 1800 N. Blanchard St. Suite 122 Findlay, Ohio, 45840 at (419) 422-7664. NWO can also be contacted by e-mail through their website at [www.dentalcenternwo.org](http://www.dentalcenternwo.org). For more information and the mobile units' location, the center can be reached at (866) 378-6965.

At PC, Dr. David L. Donnell provided dental care to attendees. His office is located in Bowling Green, Ohio at 245 S. Main Street. His office can be reached by calling 419-352-2222. More information can also be found at his website at [www.dentistrybowlinggreen.com](http://www.dentistrybowlinggreen.com).

### Characteristics of Guests Visiting Agency or Accessing Services (N =21)

Attribute	Number
Average Age	39.90
Average Number of PC Services Guests Wished to Connect	4.90
Gender	
Females	12
Males	9
Transgender	0
Veterans	2
Marital Status	
Single	8
Married	4
Divorced or Separated	9
Widowed or Other	0
Type of Household	
Adult Only	13
Adults and Minor Children	7
Unaccompanied Minor	0
Disabled Adults or Children In Home	
Race/Ethnicity	
White/Non-Hispanic	17
Black/African-America	2
Hispanic/Latino Ethnicity	1
American Indian/Alaskan Native	1
Have Reliable Transportation	
Yes	9
No	11

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	5
Have Previous Eviction	1

Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	1
1 Year or Longer	7
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	3
Living with Family	3
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	4
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	5
No	14
Receive Child Support	1
Receive Support from Other People	
Yes	2
No	16
Ohio Works First (OWF)	
Yes	1
No	18
Unemployment Benefits	
Yes	2
No	19
Social Security Retirement Benefits	
Yes	0
No	19
Social Security Disability Benefits	
Yes	9
No	11
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	8
No	13
Government Medical Assistance	
Yes	8
No	13



Section 8 Housing Voucher	
Yes	4
No	17
Subsidized Housing	
Yes	2
No	19
Any Other Type of Rental Assistance	
Yes	0
No	0
Receive Veterans Medical Assistance or Services	1





## Easter Seals Northern Ohio

At PC Easter Seals Northern Ohio provided Information and referral services to the attendees. To find out more about Easter Seals, go to <http://www.easterseals.com/noh/>.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 12)

Attribute	Number
Average Age	48.45
Average Number of PC Services Guests Wished to Connect	9.67
Gender	
Females	9
Males	3
Transgender	0
Veterans	1
Marital Status	
Single	5
Married	3
Divorced or Separated	4
Widowed or Other	0
Type of Household	
Adult Only	7
Adults and Minor Children	4
Unaccompanied Minor	0
Disabled Adults or Children In Home	5
Race/Ethnicity	
White/Non-Hispanic	10
Black/African-America	0
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	10
No	2

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	1
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	2
1 Year or Longer	5

Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	4
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	1
No	9
Receive Child Support	0
Receive Support from Other People	
Yes	0
No	9
Ohio Works First (OWF)	
Yes	0
No	10
Unemployment Benefits	
Yes	0
No	10
Social Security Retirement Benefits	
Yes	1
No	9
Social Security Disability Benefits	
Yes	7
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	11
No	0
Government Medical Assistance	
Yes	9
No	2
Section 8 Housing Voucher	
Yes	5
No	6
Subsidized Housing	
Yes	3

No	8
Any Other Type of Rental Assistance	
Yes	10
No	0
Receive Veterans Medical Assistance or Services	1

## Experience Works Inc.

At PC Experience Works Inc. provided advising and applications for job training for eligible seniors. Experience Works Inc. is located at 500 Lehman Ave., Bowling Green, Ohio. They can be reached by phone at (877) 496-6439 or fax (419) 222-4150. You can also send an email through their website at [www.experienceworks.org](http://www.experienceworks.org).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 9)

Attribute	Number
Average Age	50.88
Average Number of PC Services Guests Wished to Connect	8.22
Gender	
Females	5
Males	4
Transgender	0
Veterans	0
Marital Status	
Single	4
Married	2
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	7
Adults and Minor Children	2
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	8
Black/African-America	0
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	6
No	2

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	3
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	1
1 Year or Longer	4
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	2

Living with Family	1
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	1
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	2
No	5
Receive Child Support	1
Receive Support from Other People	
Yes	0
No	6
Ohio Works First (OWF)	
Yes	0
No	6
Unemployment Benefits	
Yes	0
No	6
Social Security Retirement Benefits	
Yes	2
No	5
Social Security Disability Benefits	
Yes	4
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	4
Government Medical Assistance	
Yes	5
No	3
Section 8 Housing Voucher	
Yes	1
No	7
Subsidized Housing	
Yes	0
No	8
Any Other Type of Rental Assistance	
Yes	0
No	8
Receive Veterans Medical Assistance or Services	0

## Family Service of Northwest Ohio

The Family Service Counseling Center provided screenings and referrals during the PC event. The Family Service Counseling Center also provides services such as stress management, bereavement, parent/child conflicts, depression, anxiety, marital conflict, child behavior problems, sexual abuse, divorce, and domestic violence trauma. The Family Service Counseling Center is located at 1084 South Main Street, Suite A, Bowling Green, OH, 43402, and can be contacted by phone at (419) 352-4624.



### Characteristics of Guests Visiting Agency or Accessing Services (N = 6)

Attribute	Number
Average Age	43.00
Average Number of PC Services Guests Wished to Connect	5.81
Gender	
Females	29
Males	7
Transgender	0
Veterans	2
Marital Status	
Single	14
Married	4
Divorced or Separated	15
Widowed or Other	3
Type of Household	
Adult Only	20
Adults and Minor Children	14
Unaccompanied Minor	0
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	27
Black/African-America	3
Hispanic/Latino Ethnicity	2
American Indian or Alaskan Native	1
Other Multi-Racial	1
Refused	1

Have Reliable Transportation	
Yes	22
No	12

### **Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	5
Have Previous Eviction	5
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	7
1 Year or Longer	11
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	4
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	6
House/condo/apt. that you own	3
Permanent housing for formerly homeless	1
Other	3

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	5
No	27
Receive Child Support	3
Receive Support from Other People	
Yes	2
No	29
Ohio Works First (OWF)	
Yes	0
No	32
Unemployment Benefits	
Yes	1
No	32
Social Security Retirement Benefits	
Yes	2
No	30



Social Security Disability Benefits	
Yes	12
No	21
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	17
No	18
Government Medical Assistance	
Yes	20
No	14
Section 8 Housing Voucher	
Yes	7
No	28
Subsidized Housing	
Yes	7
No	28
Any Other Type of Rental Assistance	
Yes	2
No	33
Receive Veterans Medical Assistance or Services	1



## The Fringe

At PC the Fringe Thrift Store provided personal care items like coats, boots, store vouchers and hygiene kits to guests. They are located at 1234 N Main St. Bowling Green, Ohio. Phone: (419) 340- 0913.

### Characteristics of Guests Visiting Agency or Accessing Services (N =33)

Attribute	Number
Average Age	42.48
Average Number of PC Services Guests Wished to Connect	7
Gender	
Females	24
Males	9
Transgender	0
Veterans	2
Marital Status	
Single	17
Married	6
Divorced or Separated	9
Widowed or Other	1
Type of Household	
Adult Only	20
Adults and Minor Children	12
Unaccompanied Minor	0
Disabled Adults or Children In Home	16
Race/Ethnicity	
White/Non-Hispanic	28
Black/African-America	3
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	18
No	13

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	2
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	5
1 Year or Longer	12
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	3
Living with Family	2
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	8
Other	1

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	6
No	23
Receive Child Support	2
Receive Support from Other People	
Yes	2
No	25
Ohio Works First (OWF)	
Yes	0
No	27
Unemployment Benefits	
Yes	0
No	27
Social Security Retirement Benefits	
Yes	5
No	23
Social Security Disability Benefits	
Yes	16
No	13
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	19
No	12

Government Medical Assistance	
Yes	21
No	10
Section 8 Housing Voucher	
Yes	6
No	24
Subsidized Housing	
Yes	4
No	26
Any Other Type of Rental Assistance	
Yes	0
No	30
Receive Veterans Medical Assistance or Services	2

## Habitat for Humanity of Wood County

At PC Habitat for Humanity of Wood County had a display at their table with brochures and other forms of information about their organization.

Habitat for Humanity of Wood County is a locally run affiliate of Habitat for Humanity International, a nonprofit, Christian housing organization. Habitat for Humanity of Wood County works in partnership with people in need to build and renovate decent, affordable housing. Habitat for Humanity has five mission principles: demonstrate the love of Jesus Christ, focus on shelter, advocate for affordable housing, promote dignity and hope, and support sustainable and transformational development.

Habitats for Humanity of Wood County offices are located in Trinity United Methodist Church at 200 North Summit Street and can be contacted via telephone (419-353-5430) or email ([info@wchabitat.org](mailto:info@wchabitat.org)). The office is open Monday through Thursday from 9 a.m. until noon.



### Characteristics of Guests Visiting Agency or Accessing Services (N = 16)

Attribute	Number
Average Age	41.13
Average Number of PC Services Guests Wished to Connect	7.75
Gender	
Females	11
Males	5
Transgender	0
Veterans	1
Marital Status	
Single	8
Married	4
Divorced or Separated	4
Widowed or Other	0
Type of Household	
Adult Only	5
Adults and Minor Children	9
Unaccompanied Minor	0
Disabled Adults or Children In Home	6
Race/Ethnicity	
White/Non-Hispanic	14
Black/African-America	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	7
No	9

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	6
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	7
More than 3 Months but Less than 1 Year	2
1 Year or Longer	2
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	0
Living with Family	1
Living with Friends	3
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	2
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	2
No	13
Receive Child Support	1
Receive Support from Other People	
Yes	1
No	13
Ohio Works First (OWF)	
Yes	0
No	14
Unemployment Benefits	
Yes	0
No	14
Social Security Retirement Benefits	
Yes	1
No	13
Social Security Disability Benefits	
Yes	7
No	7
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	10
No	5

Government Medical Assistance	
Yes	8
No	7
Section 8 Housing Voucher	
Yes	2
No	13
Subsidized Housing	
Yes	0
No	14
Any Other Type of Rental Assistance	
Yes	0
No	13
Don't Know	1
Receive Veterans Medical Assistance or Services	1

## Haircuts

Through the Project Homeless Connect event, guests received haircuts from various hair stylists from the Bowling Green location of Great Clips.



### Characteristics of Guests Visiting Agency or Accessing Services (N = 57)

Attribute	Number
Average Age	49.82
Average Number of PC Services Guests Wished to Connect	4.84
Gender	
Females	43
Males	14
Transgender	0
Veterans	4
Marital Status	
Single	21
Married	13
Divorced or Separated	20
Widowed or Other	3
Type of Household	
Adult Only	37
Adults and Minor Children	18
Unaccompanied Minor	0
Disabled Adults or Children In Home	14
Race/Ethnicity	
White/Non-Hispanic	51
Black/African-America	0
Hispanic/Latino Ethnicity	1
American Indian or Alaskan Native	1
Asian	2
Refused	1



Have Reliable Transportation	
Yes	36
No	19

### **Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	5
Have Previous Eviction	9
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	7
More than 3 Months but Less than 1 Year	7
1 Year or Longer	21
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	4
Living with Family	1
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	2
Rental House/Apartment	13
Other	3

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	11
No	41
Receive Child Support	5
Receive Support from Other People	
Yes	3
No	48
Ohio Works First (OWF)	
Yes	0
No	51
Unemployment Benefits	
Yes	0
No	52
Social Security Retirement Benefits	
Yes	9
No	43
Social Security Disability Benefits	
Yes	32
No	22

Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	33
No	23
Government Medical Assistance	
Yes	33
No	21
Section 8 Housing Voucher	
Yes	13
No	42
Subsidized Housing	
Yes	10
No	44
Any Other Type of Rental Assistance	
Yes	1
No	53
Receive Veterans Medical Assistance or Services	0

## La Conexión de Wood County

At Project Homeless Connect, La Conexión de Wood County provided information about their organization that advocates for the Latino/a community of Wood County. They also provided picture ID services and translation services. The organization wants to establish and nurture connections among Latinos/as and the Wood County Community, strengthen and promote their identity, promote educational and research activities to benefit Latino/a contributions in Wood County and be a resource for community needs. La Conexión can be contacted by phone at (419) 308-2328 or online at [facebook.com/LaConexionDeWoodCounty](https://facebook.com/LaConexionDeWoodCounty) or by the web at <http://laconexionwc.wordpress.com/>

### Characteristics of Guests Visiting Agency or Accessing Services (N = 8)

Attribute	Number
Average Age	39.00
Average Number of PC Services Guests Wished to Connect	4.50
Gender	
Females	6
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	2
Married	4
Divorced or Separated	2
Widowed or Other	0
Type of Household	
Adult Only	4
Adults and Minor Children	4
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	2
Black/African-America	0
Hispanic/Latino Ethnicity	6
Have Reliable Transportation	
Yes	5
No	3

### Home/Living Characteristics of Guests

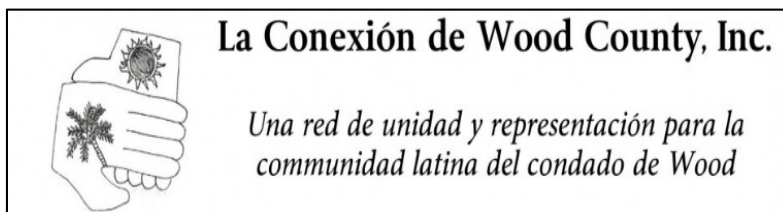
Category	Number
Currently Homeless	2
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	0
1 Year or Longer	4
Where Stayed Night Prior to PC	

Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	3
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	3
No	3
Receive Child Support	0
Receive Support from Other People	
Yes	1
No	4
Ohio Works First (OWF)	
Yes	1
No	4
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	0
No	5
Social Security Disability Benefits	
Yes	1
No	5
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	3
Government Medical Assistance	
Yes	4
No	3
Section 8 Housing Voucher	
Yes	0
No	7
Subsidized Housing	
Yes	1
No	6

Any Other Type of Rental Assistance	
Yes	1
No	6
Receive Veterans Medical Assistance or Services	0



## Legal Aid of Western Ohio and Advocates of Basic Legal Equality

At PC the Legal Aid of Western Ohio(LAWO) and Advocates of Basic Legal Equality(ABLE) will discuss legal services, legal needs surveys and mobile benefit bank. They are located at 225 Jefferson, Toledo, Ohio. LAWO can be reached by phone at (419)-724-0030 or (877)-894-4599. ABLE can be reached by phone at (419)-255-0814 or (800)-837-0814. You can view their website for more information at <http://lawolaw.org/>

### Characteristics of Guests Visiting Agency or Accessing Services (N = 23)

Attribute	Number
Average Age	42.36
Average Number of PC Services Guests Wished to Connect	7.13
Gender	
Females	20
Males	3
Transgender	0
Veterans	3
Marital Status	
Single	8
Married	5
Divorced or Separated	10
Widowed or Other	0
Type of Household	
Adult Only	11
Adults and Minor Children	10
Unaccompanied Minor	0
Disabled Adults or Children In Home	11
Race/Ethnicity	
White/Non-Hispanic	21
Black/African-America	1
American Indian or Alaskan Native	1
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	13
No	9



**Together, we do the community justice.**

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	3
Have Previous Eviction	7
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	2
1 Year or Longer	9
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	3
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	3
Other	1

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	2
No	19
Receive Child Support	3
Receive Support from Other People	
Yes	2
No	20
Ohio Works First (OWF)	
Yes	0
No	21
Unemployment Benefits	
Yes	1
No	20
Social Security Retirement Benefits	
Yes	1
No	21
Social Security Disability Benefits	
Yes	16
No	6
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	17
No	6

Government Medical Assistance	
Yes	17
No	5
Section 8 Housing Voucher	
Yes	5
No	17
Subsidized Housing	
Yes	2
No	20
Any Other Type of Rental Assistance	
Yes	0
No	21
Receive Veterans Medical Assistance or Services	0



## Lutheran Social Services of NW Ohio

Lutheran Social Services of Northwest Ohio provided services for mental health and wellness and assessment/crisis intervention during PC. Lutheran Social Services of Northwestern Ohio is a faith-based social service agency that has been changing lives in Northwestern Ohio for the past 100 years. LSSNWO has seven branch offices throughout Northwest Ohio, as well as family resource centers and other specialized services that provide help to people of every race, creed and economic status. Counseling services are located in Toledo, Perrysburg, Bluffton, Bowling Green, Fremont, Findlay, Fostoria, North Baltimore, Archbold, Defiance, Bryan, Lima, Kenton and Wapakoneta. Most counseling offices and social service centers also provide emergency food to needy families. Lutheran Social Services of NW Ohio is located at 2149 Collingwood Blvd., Toledo, OH, 43620, and can be reached by phone at (419) 243-9178 or fax at (419) 243-4450. More information is available at [www.lssnwo.org](http://www.lssnwo.org).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 7)

Attribute	Number
Average Age	42.14
Average Number of PC Services Guests Wished to Connect	
Gender	
Females	5
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	5
Married	2
Divorced or Separated	0
Widowed or Other	0
Type of Household	
Adult Only	6
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	7
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	3
No	2

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	3
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	3
1 Year or Longer	0
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	1
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	1
No	5
Receive Child Support	0
Receive Support from Other People	
Yes	0
No	5
Ohio Works First (OWF)	
Yes	0
No	6
Unemployment Benefits	
Yes	0
No	6
Social Security Retirement Benefits	
Yes	0
No	5
Social Security Disability Benefits	
Yes	2
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	6
No	0

Government Medical Assistance	
Yes	1
No	4
Section 8 Housing Voucher	
Yes	1
No	5
Subsidized Housing	
Yes	2
No	3
Any Other Type of Rental Assistance	
Yes	0
No	4
Receive Veterans Medical Assistance or Services	0



## LUTHERAN SOCIAL SERVICES OF NORTHWESTERN OHIO

**A Christian Agency Serving People of All Ages Since 1911**

## Matthews Integrative Therapies

At the PC event, Matthews Integrative Therapies provided mini-sessions for craniosacral therapy. Jeanne Matthews not only offers craniosacral therapy, but also specializes in occupational therapy, therapy for newborns, therapy for adults, myofascial release, and therapy incorporating essential therapeutic oils. Matthews Integrative Therapies is located at 1236 W. Wooster, Suite C, Bowling Green, OH, 43402, and can be reached by phone at (419) 308-5622 or by email at [therapymatthews@gmail.com](mailto:therapymatthews@gmail.com).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 20)

Attribute	Number
Average Age	47.30
Average Number of PC Services Guests Wished to Connect	8.10
Gender	
Females	18
Males	2
Transgender	0
Veterans	3
Marital Status	
Single	5
Married	6
Divorced or Separated	7
Widowed or Other	2
Type of Household	
Adult Only	13
Adults and Minor Children	7
Unaccompanied Minor	0
Disabled Adults or Children In Home	5
Race/Ethnicity	
White/Non-Hispanic	20
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	16
No	3

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	3
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	2
1 Year or Longer	11
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	7
Other	3

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	3
No	15
Receive Child Support	1
Receive Support from Other People	
Yes	3
No	14
Ohio Works First (OWF)	
Yes	0
No	18
Unemployment Benefits	
Yes	0
No	18
Social Security Retirement Benefits	
Yes	2
No	15
Social Security Disability Benefits	
Yes	12
No	7
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	10
No	10
Government Medical Assistance	
Yes	12

No	6
Section 8 Housing Voucher	
Yes	3
No	17
Subsidized Housing	
Yes	2
No	17
Any Other Type of Rental Assistance	
Yes	18
No	1
Receive Veterans Medical Assistance or Services	0

## NAMI Wood County

During Project Homeless Connect, NAMI Wood County provided information, resources, and education on mental illness. NAMI Wood County is a tax-exempt, non-profit organization and is an affiliate of the National Alliance on Mental Illness (NAMI). They Offer free educational classes, support groups, and other programs addressing mental health for Bowling Green, OH, and all surrounding Wood County communities. NAMI Wood County is located at 419 Lehman Ave, Bowling Green, OH, 43402, and can be reached by phone at (419) 352-0626. More information is also available at [www.namiwoodcounty.org](http://www.namiwoodcounty.org).



### Characteristics of Guests Visiting Agency or Accessing Services (N = 1)

Attribute	Number
Average Age	60.00
Average Number of PC Services Guests Wished to Connect	13.00
Gender	
Females	0
Males	1
Transgender	0
Veterans	0
Marital Status	
Single	1
Married	0
Divorced or Separated	0
Widowed or Other	0
Type of Household	
Adult Only	1
Adults and Minor Children	0
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	1
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	0
No	0

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	1
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	0

1 Year or Longer	0
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	0
No	0
Receive Child Support	0
Receive Support from Other People	
Yes	0
No	0
Ohio Works First (OWF)	
Yes	0
No	0
Unemployment Benefits	
Yes	0
No	0
Social Security Retirement Benefits	
Yes	0
No	0
Social Security Disability Benefits	
Yes	0
No	0
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	0
No	0
Government Medical Assistance	
Yes	0
No	0
Section 8 Housing Voucher	
Yes	0
No	0



Subsidized Housing	
Yes	0
No	0
Any Other Type of Rental Assistance	
Yes	0
No	0
Receive Veterans Medical Assistance or Services	0

## Ohio Means Jobs of Wood County

At PC the Ohio Means Jobs of Wood County provided, job seeker services, information on resumes, job postings, career counseling, short term training and youth employment services. They are located in Bowling Green Ohio. They can be contacted by phone at (419)-352-7566 or toll free at (888)-282-1118. You can view their website for more information at <http://www.jobsolutions.net/>.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 27)

Attribute	Number
Average Age	40.00
Average Number of PC Services Guests Wished to Connect	6.04
Gender	
Females	17
Males	10
Transgender	0
Veterans	3
Marital Status	
Single	14
Married	4
Divorced or Separated	8
Widowed or Other	1
Type of Household	
Adult Only	17
Adults and Minor Children	8
Unaccompanied Minor	0
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	23
Black/African-America	3
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	17
No	7



### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	10
Have Previous Eviction	4
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	7
More than 3 Months but Less than 1 Year	4
1 Year or Longer	3
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	3
Living with Friends	5
Place Not Meant for Habitation	1
Foster care/group home	0
Rental House/Apartment	2
Other	2

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	3
No	20
Receive Child Support	2
Receive Support from Other People	
Yes	3
No	21
Ohio Works First (OWF)	
Yes	0
No	23
Unemployment Benefits	
Yes	0
No	23
Social Security Retirement Benefits	
Yes	4
No	21
Social Security Disability Benefits	
Yes	7
No	16
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	9
No	15

Government Medical Assistance	
Yes	11
No	13
Section 8 Housing Voucher	
Yes	3
No	21
Subsidized Housing	
Yes	0
No	23
Any Other Type of Rental Assistance	
Yes	0
No	22
Receive Veterans Medical Assistance or Services	2

## Penta Career Center

Penta Career Center is a high-performing school that provides: options and opportunities, real-world learning, partnerships with business and industry, and productive citizens. The Staff at Penta Career Center is committed to: achieving excellence, delivering results, responding to our communities, and creating an environment for success. Penta Career Center is located at 9301 Buck Rd. Perrysburg, Ohio 43551. High School: 419-666-1120. Adult Education: 419-661-6555.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 18)

Attribute	Number
Average Age	40.50
Average Number of PC Services Guests Wished to Connect	6.94
Gender	
Females	11
Males	6
Transgender	1
Veterans	0
Marital Status	
Single	8
Married	5
Divorced or Separated	5
Widowed or Other	0
Type of Household	
Adult Only	6
Adults and Minor Children	9
Unaccompanied Minor	0
Disabled Adults or Children In Home	6
Race/Ethnicity	
White/Non-Hispanic	17
Black/African-America	0
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	13
No	5



### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	4
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	3
1 Year or Longer	3
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	3
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	6
No	12
Receive Child Support	2
Receive Support from Other People	
Yes	1
No	16
Ohio Works First (OWF)	
Yes	0
No	17
Unemployment Benefits	
Yes	0
No	17
Social Security Retirement Benefits	
Yes	1
No	16
Social Security Disability Benefits	
Yes	4
No	13
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	

Yes	12
No	6
Government Medical Assistance	
Yes	11
No	7
Section 8 Housing Voucher	
Yes	5
No	12
Subsidized Housing	
Yes	2
No	15
Any Other Type of Rental Assistance	
Yes	0
No	16
Don't Know	1
Receive Veterans Medical Assistance or Services	1

## **Rebecca Walls, Licensed Massage Therapy**

Rebecca Walls, Licensed Massage Therapist, provided massage therapy during the PC event. Rebecca Walls, LMT, is a licensed massage therapist who provides "Swedish Massage", "Pressure Point Therapy", and other massage techniques. The benefits of massage are well-documented to assist with the treatment of joint pain associated with arthritis, circulatory and muscular tension and to induce a relaxation response in the body. Rebecca Walls is affiliated with the Heritage Corner Health Care Campus which is located at 1069 Klotz Rd., Bowling Green, OH, 43402, and can be reached by phone at (419) 353-3759 or by fax at (419) 728-7030. More information is available at [www.heritagecorner.com](http://www.heritagecorner.com).

### **Characteristics of Guests Visiting Agency or Accessing Services (N =26)**

Attribute	Number
Average Age	44.27
Average Number of PC Services Guests Wished to Connect	6.96
Gender	
Females	20
Males	6
Transgender	0
Veterans	4
Marital Status	
Single	10
Married	7
Divorced or Separated	8
Widowed or Other	1
Type of Household	
Adult Only	16
Adults and Minor Children	9
Unaccompanied Minor	0
Disabled Adults or Children In Home	10
Race/Ethnicity	
White/Non-Hispanic	25
Black/African-America	1
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	18
No	6

### **Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	3
Have Previous Eviction	4
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	5
1 Year or Longer	10



Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	1
Living with Family	1
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	6
Other	3

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	2
No	22
Receive Child Support	1
Receive Support from Other People	
Yes	3
No	20
Ohio Works First (OWF)	
Yes	0
No	24
Unemployment Benefits	
Yes	0
No	24
Social Security Retirement Benefits	
Yes	2
No	21
Social Security Disability Benefits	
Yes	15
No	10
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	16
No	10
Government Medical Assistance	
Yes	16
No	8
Section 8 Housing Voucher	
Yes	5
No	21
Subsidized Housing	
Yes	5
No	20

Any Other Type of Rental Assistance	
Yes	1
No	24
Receive Veterans Medical Assistance or Services	2

### St. Timothy's Episcopal Church Clothesline

At PC St. Timothy's Episcopal Church Clothesline provided information about their free clothing ministry. They will also be distributing winter coats, hats, and gloves during the event. They are located at 871 East Boundary Street, Perrysburg, Ohio. They can be reached by phone at (419)-874-5704 or by email at [office@saint-timothy.net](mailto:office@saint-timothy.net). You can view their website for more information at <http://saint-timothy.net/>

#### Characteristics of Guests Visiting Agency or Accessing Services (N = 50)

Attribute	Number
Average Age	40.17
Average Number of PC Services Guests Wished to Connect	7.18
Gender	
Females	40
Males	10
Transgender	0
Veterans	1
Marital Status	
Single	18
Married	13
Divorced or Separated	17
Widowed or Other	2
Type of Household	
Adult Only	23
Adults and Minor Children	25
Unaccompanied Minor	0
Disabled Adults or Children In Home	10
Race/Ethnicity	
White/Non-Hispanic	46
Black/African-America	1
Hispanic/Latino Ethnicity	3
Have Reliable Transportation	
Yes	34
No	15

#### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	8
Have Previous Eviction	7
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	9
More than 3 Months but Less than 1 Year	9
1 Year or Longer	15
Where Stayed Night Prior to PC	
Emergency Shelter	0

Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	2
Rental House/Apartment	14
Other	5

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	10
No	35
Receive Child Support	6
Receive Support from Other People	
Yes	7
No	35
Ohio Works First (OWF)	
Yes	0
No	43
Unemployment Benefits	
Yes	1
No	43
Social Security Retirement Benefits	
Yes	5
No	38
Social Security Disability Benefits	
Yes	21
No	24
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	30
No	19
Government Medical Assistance	
Yes	31
No	17
Section 8 Housing Voucher	
Yes	6
No	39
Subsidized Housing	
Yes	5
No	41
Any Other Type of Rental Assistance	
Yes	0

No	44
Don't Know	2
Receive Veterans Medical Assistance or Services	1



## Salvation Army



Throughout the PC event, the Salvation Army provided information about limited rent, utility, and transportation assistance, and gave clients the ability to make appointments for

follow-ups. The Salvation Army also provided Holiday Assistance Applications for Thanksgiving and Christmas.

The **Bowling Green** branch of the Salvation Army offers help to find rental or public housing, can help pay for a rental property or mortgage down payment, and can help with utility disconnect and reconnection. The Salvation Army in Bowling Green has one apartment to provide shelter for families in need. The Bowling Green Salvation Army can be contacted by calling (419) 352-5918 or by going to 1045 N. Main St., Bowling Green, OH, 43402.

The **North Baltimore** branch of the Salvation Army requires that individuals meet the family criteria to obtain rental monetary assistance. They also offer help with rent payments, utility disconnection and reconnection, and making payments for prescription medication once a year. This branch also runs a few food assistance programs such as: **Soup Kitchen** and **Food Pantry**. The Soup Kitchen is free for the individual attending and is held from 5-6:30 p.m. during the last week of every month. The Food Pantry is also free for the individuals attending and walk-ins are welcome. This service is also offered once a month and there are specific requirements, including the presentation of a photo ID and that the individual/family must be under 200% of the federal poverty level. The North Baltimore Salvation Army can be contacted by calling (419) 257-9064 or by going in person to 123 East Broadway, North Baltimore, OH, 45872.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 20)

Attribute	Number
Average Age	43.22
Average Number of PC Services Guests Wished to Connect	4.30
Gender	
Females	13
Males	7
Transgender	0
Veterans	1
Marital Status	
Single	9
Married	4
Divorced or Separated	7
Widowed or Other	0
Type of Household	
Adult Only	11
Adults and Minor Children	9
Unaccompanied Minor	0
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	18
Black/African-America	0

Hispanic/Latino Ethnicity	1
Asian	1
Have Reliable Transportation	
Yes	15
No	4

### **Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	5
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	6
More than 3 Months but Less than 1 Year	1
1 Year or Longer	1
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	0
Living with Family	2
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	2
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	3
No	14
Receive Child Support	1
Receive Support from Other People	
Yes	4
No	13
Ohio Works First (OWF)	
Yes	1
No	16
Unemployment Benefits	
Yes	2
No	16

Social Security Retirement Benefits	
Yes	1
No	16
Social Security Disability Benefits	
Yes	8
No	10
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	11
No	8
Government Medical Assistance	
Yes	11
No	7
Section 8 Housing Voucher	
Yes	2
No	16
Subsidized Housing	
Yes	1
No	16
Any Other Type of Rental Assistance	
Yes	0
No	15
Don't Know	2
Receive Veterans Medical Assistance or Services	1



## Salvation Army Christmas

Salvation Army also provides assistance to families in need over the holidays. These items include Christmas dinners, clothing, and toys.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 20)

Attribute	Number
Average Age	43.22
Average Number of PC Services Guests Wished to Connect	4.30
Gender	
Females	13
Males	7
Transgender	0
Veterans	1
Marital Status	
Single	9
Married	4
Divorced or Separated	7
Widowed or Other	0
Type of Household	
Adult Only	11
Adults and Minor Children	9
Unaccompanied Minor	0
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	18
Black/African-America	0
Hispanic/Latino Ethnicity	1
Asian	1
Have Reliable Transportation	
Yes	15
No	4

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	5
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	6
More than 3 Months but Less than 1 Year	1
1 Year or Longer	1
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	0
Living with Family	2

Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	2
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	3
No	14
Receive Child Support	1
Receive Support from Other People	
Yes	4
No	13
Ohio Works First (OWF)	
Yes	1
No	16
Unemployment Benefits	
Yes	2
No	16
Social Security Retirement Benefits	
Yes	1
No	16
Social Security Disability Benefits	
Yes	8
No	10
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	11
No	8
Government Medical Assistance	
Yes	11
No	7
Section 8 Housing Voucher	
Yes	2
No	16
Subsidized Housing	
Yes	1
No	16
Any Other Type of Rental Assistance	
Yes	0
No	15
Don't Know	2
Receive Veterans Medical Assistance or Services	1



## United Way 2-1-1

United Way 2-1-1 is a free, confidential, anonymous, non-emergency information and referral service that connects Lucas, Wood, Ottawa, Erie, and Hancock County residents to the health and human services they need. The service is available 24 hours a day, seven days a week, as well as during disasters. Some of the services that they provide include: job training opportunities, financial or legal counseling, foreclosure / low-income housing, homelessness assistance and shelter referrals, health care services, food assistance/food pantries, substance abuse treatment, child or elderly care, and holiday assistance. United Way 2-1-1 is located at 1616 E. Wooster, in Bowling Green, Ohio, and can be contacted by telephone at (419) 352-2390. United Way 2-1-1 is open Monday through Friday from 8:30 a.m. until 5 p.m.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 13)

Attribute	Number
Average Age	40.83
Average Number of PC Services Guests Wished to Connect	7.69
Gender	
Females	7
Males	6
Transgender	0
Veterans	1
Marital Status	
Single	5
Married	4
Divorced or Separated	4
Widowed or Other	0
Type of Household	
Adult Only	8
Adults and Minor Children	5
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	12
Black/African-America	0
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	8
No	5

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	4
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	3
1 Year or Longer	4
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	1
Other	1

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	1
No	10
Receive Child Support	1
Receive Support from Other People	
Yes	2
No	9
Ohio Works First (OWF)	
Yes	0
No	10
Unemployment Benefits	
Yes	1
No	9
Social Security Retirement Benefits	
Yes	3
No	9
Social Security Disability Benefits	
Yes	4
No	6
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	8
No	4

Government Medical Assistance	
Yes	6
No	6
Section 8 Housing Voucher	
Yes	1
No	11
Subsidized Housing	
Yes	0
No	12
Any Other Type of Rental Assistance	
Yes	0
No	11
Receive Veterans Medical Assistance or Services	1

## United Way 2-1-1 Notary

At the PC event, United Way 2-1-1 Notary provided the public to offer notarized zero-income statements.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 27)

Attribute	Number
Average Age	42.77
Average Number of PC Services Guests Wished to Connect	7.41
Gender	
Females	22
Males	5
Transgender	0
Veterans	1
Marital Status	
Single	8
Married	6
Divorced or Separated	11
Widowed or Other	2
Type of Household	
Adult Only	11
Adults and Minor Children	15
Unaccompanied Minor	0
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	25
Black/African-America	1
Hispanic/Latino Ethnicity	0
Asian	1
Have Reliable Transportation	
Yes	20
No	7



### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	5
Have Previous Eviction	6
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	5
1 Year or Longer	8
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	1
Foster care/group home	1
Rental House/Apartment	5
Other	1

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	7
No	19
Receive Child Support	4
Receive Support from Other People	
Yes	3
No	22
Ohio Works First (OWF)	
Yes	24
No	3
Unemployment Benefits	
Yes	1
No	23
Social Security Retirement Benefits	
Yes	3
No	22
Social Security Disability Benefits	
Yes	9
No	16
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	19
No	8

Government Medical Assistance	
Yes	19
No	7
Section 8 Housing Voucher	
Yes	3
No	21
Subsidized Housing	
Yes	2
No	22
Any Other Type of Rental Assistance	
Yes	0
No	23
Receive Veterans Medical Assistance or Services	24



## Westhaven Apartments

At the PC event, Westhaven Apartments provided information on low income housing. Westhaven Apartments offers affordable housing for low income seniors (who are 62 years or older) and people with disabilities. The goal of Westhaven is to provide quality, safe, and affordable homes for their residents. Westhaven offices are open Monday, Wednesday, and Friday from 9 a.m. until 4:30 p.m. and are located at 220 Sprigg St, in North Baltimore, OH, and they can be reached by phone at (419) 257-2717.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 8)

Attribute	Number
Average Age	39.86
Average Number of PC Services Guests Wished to Connect	8.25
Gender	
Females	6
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	6
Married	0
Divorced or Separated	2
Widowed or Other	0
Type of Household	
Adult Only	5
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	7
Black/African-America	1
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	3
No	3

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	6
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	6
More than 3 Months but Less than 1 Year	0
1 Year or Longer	2

Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	1

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	1
No	6
Receive Child Support	0
Receive Support from Other People	
Yes	1
No	6
Ohio Works First (OWF)	
Yes	0
No	7
Unemployment Benefits	
Yes	0
No	7
Social Security Retirement Benefits	
Yes	0
No	7
Social Security Disability Benefits	
Yes	4
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	5
No	2
Government Medical Assistance	
Yes	2
No	5
Section 8 Housing Voucher	
Yes	0
No	7
Subsidized Housing	
Yes	0
No	7

Any Other Type of Rental Assistance	
Yes	0
No	6
Don't Know	1
Receive Veterans Medical Assistance or Services	0



## Wood County Alcohol, Drug Addiction & Mental Health Services Board

Throughout the PC event, this board of services provided information concerning alcohol, drug addiction, and mental health. The Alcohol, Drug Addiction and Mental Health Services Board offers a wide variety of quality programs and services. Most services offered are supported by Wood County levy funds and are accessible to all residents. Some services do not have a fee while others that are offered do have a fee based on ability to pay. WCADAMHS advocates, plans, develops funds, manages, and evaluates community-based mental health and addiction prevention, treatment, recovery services to improve the quality of life for Wood County residents. WCADAMHS is located at 745 Haskins Road, Suite H, in Bowling Green, and are open from 8 a.m. to 4 p.m. They can be contacted by telephone at (419) 352-8475 or online at <http://www.wcadamh.org>.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 6)

Attribute	Number
Average Age	45.00
Average Number of PC Services Guests Wished to Connect	12.17
Gender	
Females	5
Males	1
Transgender	0
Veterans	0
Marital Status	
Single	2
Married	1
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	2
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	4
Black/African-America	0
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	5
No	1

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	0
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	0

More than 3 Months but Less than 1 Year	1
1 Year or Longer	4
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	2
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	0
No	5
Receive Child Support	0
Receive Support from Other People	
Yes	1
No	4
Ohio Works First (OWF)	
Yes	0
No	5
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	1
No	5
Social Security Disability Benefits	
Yes	3
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	5
No	1
Government Medical Assistance	
Yes	5
No	1
Section 8 Housing Voucher	
Yes	3
No	2

Subsidized Housing	
Yes	1
No	5
Any Other Type of Rental Assistance	
Yes	0
No	6
Receive Veterans Medical Assistance or Services	0

## Wood County Area Ministries (WAM)

Wood County Area Ministries provided clothing and personal care/toiletries to those in attendance at PC as they were finishing up their day and preparing to leave. Wood County Area Ministries (WAM) connects local churches, of all denominations, with affiliated service-oriented organizations to work together to serve those in need. Wood County Area Ministries (WAM) is based out of St. Mark's Lutheran Church at 315 S. College St., in Bowling Green, OH. This church can be reached by phone at (419) 352-1322, or by e-mail through their website at [www.woodcountyareaministries.org](http://www.woodcountyareaministries.org).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 27)

Attribute	Number
Average Age	37.08
Average Number of PC Services Guests Wished to Connect	6.85
Gender	
Females	15
Males	12
Transgender	0
Veterans	1
Marital Status	
Single	7
Married	11
Divorced or Separated	9
Widowed or Other	0
Type of Household	
Adult Only	17
Adults and Minor Children	10
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	24
Black/African-America	1
Asian	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	18
No	7

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	5
Have Previous Eviction	8
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	5
More than 3 Months but Less than 1 Year	3
1 Year or Longer	10

Where Stayed Night Prior to PC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	4
Other	2

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	5
No	19
Receive Child Support	2
Receive Support from Other People	
Yes	5
No	19
Ohio Works First (OWF)	
Yes	0
No	24
Unemployment Benefits	
Yes	0
No	24
Social Security Retirement Benefits	
Yes	2
No	23
Social Security Disability Benefits	
Yes	10
No	16
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	15
No	12
Government Medical Assistance	
Yes	16
No	10
Section 8 Housing Voucher	
Yes	2
No	23
Subsidized Housing	
Yes	4
No	22



Any Other Type of Rental Assistance	
Yes	0
No	26
Receive Veterans Medical Assistance or Services	0

## Wood County Community Health and Wellness Center

At PC the Wood County Community Health and Wellness Center provided Flu Shots! They are located at 1840 East Gypsy Lane Road, Bowling Green, Ohio. They can be reached by phone at (419)-354-9049 or toll free at (866)-861-9338. You can view their website for more information at <http://www.woodcountyhealth.org/wellnesscenter/healthcenter.html>.

### Characteristics of Guests Visiting Agency or Accessing General Services (N = 25)

Attribute	Number
Average Age	47.14
Average Number of PC Services Guests Wished to Connect	6.40
Gender	
Females	16
Males	9
Transgender	0
Veterans	1
Marital Status	
Single	9
Married	5
Divorced or Separated	10
Widowed or Other	1
Type of Household	
Adult Only	18
Adults and Minor Children	7
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	20
Black/African-America	0
Hispanic/Latino Ethnicity	5
Have Reliable Transportation	
Yes	18
No	7

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	5
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	5
More than 3 Months but Less than 1 Year	2
1 Year or Longer	9
Where Stayed Night Prior to PC	
Emergency Shelter	0

Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	2
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	6
Permanent Housing for Formerly Homeless	1
Other	2

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	5
No	18
Receive Child Support	1
Receive Support from Other People	
Yes	4
No	19
Ohio Works First (OWF)	
Yes	0
No	23
Unemployment Benefits	
Yes	0
No	23
Social Security Retirement Benefits	
Yes	5
No	18
Social Security Disability Benefits	
Yes	5
No	19
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	9
No	15
Government Medical Assistance	
Yes	10
No	14
Section 8 Housing Voucher	
Yes	2
No	21
Subsidized Housing	
Yes	3
No	21
Any Other Type of Rental Assistance	

Yes	1
No	23
Receive Veterans Medical Assistance or Services	0

**Characteristics of Guests Visiting Agency or Accessing Vision Services  
(N = 34)**

Attribute	Number
Average Age	43.00
Average Number of PC Services Guests Wished to Connect	5.81
Gender	
Females	29
Males	7
Transgender	0
Veterans	2
Marital Status	
Single	14
Married	4
Divorced or Separated	15
Widowed or Other	3
Type of Household	
Adult Only	20
Adults and Minor Children	14
Unaccompanied Minor	0
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	27
Black/African-America	3
Hispanic/Latino Ethnicity	2
American Indian or Alaskan Native	1
Other Multi-Racial	1
Refused	1
Have Reliable Transportation	
Yes	22
No	12

**Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	5
Have Previous Eviction	5
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	7
1 Year or Longer	11
Where Stayed Night Prior to PC	
Emergency Shelter	0

Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	4
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	1
Rental House/Apartment	6
House/condo/apt. that you own	3
Permanent housing for formerly homeless	1
Other	3

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	5
No	27
Receive Child Support	3
Receive Support from Other People	
Yes	2
No	29
Ohio Works First (OWF)	
Yes	0
No	32
Unemployment Benefits	
Yes	1
No	32
Social Security Retirement Benefits	
Yes	2
No	30
Social Security Disability Benefits	
Yes	12
No	21
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	17
No	18
Government Medical Assistance	
Yes	20
No	14
Section 8 Housing Voucher	
Yes	7
No	28
Subsidized Housing	
Yes	7
No	28

Any Other Type of Rental Assistance	
Yes	2
No	33
Receive Veterans Medical Assistance or Services	1

**Characteristics of Guests Visiting Agency or Receiving Flu Shots Services  
(N = 36)**

Attribute	Number
Average Age	46.19
Average Number of PC Services Guests Wished to Connect	6.16
Gender	
Females	28
Males	10
Transgender	0
Veterans	2
Marital Status	
Single	14
Married	10
Divorced or Separated	13
Widowed or Other	1
Type of Household	
Adult Only	23
Adults and Minor Children	13
Unaccompanied Minor	0
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	33
Black/African-America	2
Hispanic/Latino Ethnicity	3
Have Reliable Transportation	
Yes	22
No	14

**Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	4
Have Previous Eviction	5
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	6
1 Year or Longer	12
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0

House/Condo/Apartment Owned by Guest	0
Living with Family	2
Living with Friends	3
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	7
House/condo/apt. that you own	1
Other	3

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	5
No	28
Receive Child Support	1
Receive Support from Other People	
Yes	3
No	29
Ohio Works First (OWF)	
Yes	0
No	33
Unemployment Benefits	
Yes	0
No	33
Social Security Retirement Benefits	
Yes	7
No	26
Social Security Disability Benefits	
Yes	14
No	20
Don't Know	1
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	20
No	16
Government Medical Assistance	
Yes	22
No	13
Don't Know	1
Section 8 Housing Voucher	
Yes	3
No	32
Subsidized Housing	
Yes	3
No	32

Any Other Type of Rental Assistance	
Yes	2
No	32
Don't Know	1
Receive Veterans Medical Assistance or Services	1



## Wood County Department of Job and Family Services

Throughout the PC event, Wood County Job and Family Services provided information and applications for OWF, Food Assistance, and Medicaid. Job and Family Services offer many services to individuals including food assistance, Medicaid, transportation assistance, child care, and cash assistance. The Wood County Job and Family Services organization is located at 1928 East Gypsy Lane Rd. in Bowling Green, Ohio. The facility can be contacted by phone at (419) 352-7566 or (888) 282-1118, and also by e-mail through their website at [www.woodcountyjfs.com](http://www.woodcountyjfs.com).

### Characteristics of Guests Visiting Agency or Accessing Services (N = 17)

Attribute	Number
Average Age	40.29
Average Number of PC Services Guests Wished to Connect	6.71
Gender	
Females	10
Males	7
Transgender	0
Veterans	1
Marital Status	
Single	7
Married	5
Divorced or Separated	4
Widowed or Other	0
Type of Household	
Adult Only	12
Adults and Minor Children	4
Unaccompanied Minor	0
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	15
Black/African-America	0
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	11
No	6

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	4
Have Previous Eviction	4
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	4
1 Year or Longer	6
Where Stayed Night Prior to PC	

Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	1
Living with Family	2
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	2
Other	3

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	2
No	0
Receive Child Support	1
Receive Support from Other People	
Yes	4
No	13
Ohio Works First (OWF)	
Yes	0
No	17
Unemployment Benefits	
Yes	0
No	17
Social Security Retirement Benefits	
Yes	2
No	15
Social Security Disability Benefits	
Yes	5
No	12
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	6
No	11
Government Medical Assistance	
Yes	9
No	8
Section 8 Housing Voucher	
Yes	0
No	17
Subsidized Housing	
Yes	0
No	17

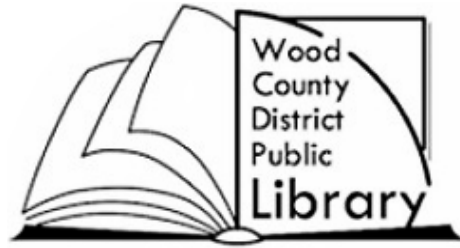
Any Other Type of Rental Assistance	
Yes	0
No	17
Receive Veterans Medical Assistance or Services	0

## Wood County District Library

Wood County District Library provided computers for PC clients to search and create email addresses. They also provided library card registration. The Wood County District Library provides multiple services to the public such as monthly book discussions, test proctoring, the bookmobile, community reads, writing workshops, and youth community reads. The Wood County District Library is located at 251 N. Main Street in Bowling Green, OH, and can be contacted by phone at (419) 352-5104.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 20)

Attribute	Number
Average Age	39.72
Average Number of PC Services Guests Wished to Connect	8.00
Gender	
Females	14
Males	6
Transgender	0
Veterans	3
Marital Status	
Single	8
Married	8
Divorced or Separated	4
Widowed or Other	0
Type of Household	
Adult Only	10
Adults and Minor Children	8
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	18
Black/African-America	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	12
No	8



### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	6
Have Previous Eviction	4
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	5
1 Year or Longer	8
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	1
Living with Family	1
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	2
Rental House/Apartment	6
Other	1

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	6
No	12
Receive Child Support	2
Receive Support from Other People	
Yes	3
No	14
Ohio Works First (OWF)	
Yes	0
No	17
Unemployment Benefits	
Yes	0
No	17
Social Security Retirement Benefits	
Yes	1
No	17
Social Security Disability Benefits	
Yes	5
No	14
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	14
No	5

Government Medical Assistance	
Yes	12
No	7
Section 8 Housing Voucher	
Yes	5
No	14
Subsidized Housing	
Yes	3
No	17
Any Other Type of Rental Assistance	
Yes	0
No	19
Receive Veterans Medical Assistance or Services	1

## Wood County Health District

At PC Wood County Health District provided birth certificates for clients in need - born in OHIO ONLY paid for by the United Way.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 21)

Attribute	Number
Average Age	40.62
Average Number of PC Services Guests Wished to Connect	6.43
Gender	
Females	17
Males	4
Transgender	0
Veterans	1
Marital Status	
Single	10
Married	3
Divorced or Separated	8
Widowed or Other	0
Type of Household	
Adult Only	10
Adults and Minor Children	11
Unaccompanied Minor	0
Disabled Adults or Children In Home	6
Race/Ethnicity	
White/Non-Hispanic	20
Black/African-America	1
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	13
No	6



### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	2
Have Previous Eviction	4
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	4
1 Year or Longer	7
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	1
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	7
Permanent Housing for Formerly Homeless	1
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	2
No	16
Receive Child Support	0
Receive Support from Other People	
Yes	0
No	18
Ohio Works First (OWF)	
Yes	1
No	17
Unemployment Benefits	
Yes	1
No	18
Social Security Retirement Benefits	
Yes	1
No	17
Social Security Disability Benefits	
Yes	10
No	9
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	14
No	7



Government Medical Assistance	
Yes	5
No	1
Section 8 Housing Voucher	
Yes	4
No	17
Subsidized Housing	
Yes	3
No	18
Any Other Type of Rental Assistance	
Yes	0
No	21
Receive Veterans Medical Assistance or Services	0

## **Wood County Hospital Women's Imaging and Diagnostics Center**

At PC the Wood County Hospital Women's Imaging and Diagnostics Center provided lessons on how to do a Self Breast Exam to the female population. Dr. Helen Mabry will be doing clinical breast exams for the females. They are located at 950 West Wooster Street, Bowling Green, Ohio. They can be reached by phone at (419)-354-8900 or by email at [info@woodcountyhospital.org](mailto:info@woodcountyhospital.org). You can view their website for more information at <http://www.woodcountyhospital.org/services/centers-of-care/womens-health/womens-center-imaging>.

### **Characteristics of Guests Visiting Agency or Accessing Services (N = 9)**

Attribute	Number
Average Age	55.67
Average Number of PC Services Guests Wished to Connect	8.11
Gender	
Females	8
Males	1
Transgender	0
Veterans	1
Marital Status	
Single	3
Married	1
Divorced or Separated	2
Widowed or Other	2
Type of Household	
Adult Only	6
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	6
Black/African-America	0
Hispanic/Latino Ethnicity	10
Have Reliable Transportation	
Yes	9
No	0

### **Home/Living Characteristics of Guests**

Category	Number
Currently Homeless	0
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	0
1 Year or Longer	5

Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	6
Other	0

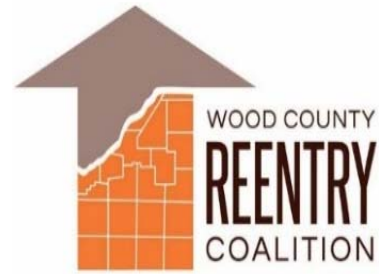
### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	2
No	6
Receive Child Support	1
Receive Support from Other People	
Yes	0
No	8
Ohio Works First (OWF)	
Yes	0
No	8
Unemployment Benefits	
Yes	0
No	8
Social Security Retirement Benefits	
Yes	2
No	7
Social Security Disability Benefits	
Yes	4
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	4
Government Medical Assistance	
Yes	5
No	2
Don't Know	1
Section 8 Housing Voucher	
Yes	2
No	5

Subsidized Housing	
Yes	0
No	8
Any Other Type of Rental Assistance	
Yes	1
No	7
Receive Veterans Medical Assistance or Services	0

## Wood County Reentry Coalition

Throughout the Project Homeless Connect event, the Wood County Reentry Coalition (WCRC) provided information and copies of the Reentry Resource Guide and Assistance Directory for those individuals who are reentering society following a period of incarceration. The Wood County Reentry Coalition is designed to promote collaboration among policymakers, community leaders, and service providers to identify and address reentry challenges. WCRC seeks to formalize and support a system of care that can serve individuals returning to Wood County post-release. The Wood County Reentry Coalition can be contacted via their website at <http://woodcountyreentry.com>, or by emailing Charlie Hughes at [CHughes@co.wood.us](mailto:CHughes@co.wood.us).



### Characteristics of Guests Visiting Agency or Accessing Services (N = 3)

Attribute	Number
Average Age	42.67
Average Number of PC Services Guests Wished to Connect	12
Gender	
Females	2
Males	1
Transgender	0
Veterans	0
Marital Status	
Single	2
Married	0
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	2
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	3
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	2
No	1

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	0
Have Previous Eviction	0

Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	0
1 Year or Longer	2
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	0
No	3
Receive Child Support	0
Don't Know	1
Receive Support from Other People	
Yes	2
No	1
Ohio Works First (OWF)	
Yes	0
No	3
Unemployment Benefits	
Yes	0
No	3
Social Security Retirement Benefits	
Yes	0
No	3
Social Security Disability Benefits	
Yes	1
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	1
No	2
Government Medical Assistance	
Yes	1
No	2

Section 8 Housing Voucher	
Yes	0
No	3
Subsidized Housing	
Yes	0
No	3
Any Other Type of Rental Assistance	
Yes	0
No	3
Receive Veterans Medical Assistance or Services	3

## Wood County WIC

On the day of the PC event, Wood County WIC provided basic program information, nutrition education, and WIC applications. WIC is a Special Supplemental Nutrition Program (SNAP) for Women, Infants, and Children, which focuses on the needs of pregnant and breast feeding low-income women and children. WIC is a short-term program; a participant will “graduate” at the end of one or more certification periods. These certification periods consist of the length of time that an individual is eligible to receive benefits. Most participants are eligible for six months to a year. While an individual is eligible, WIC provides supplemental foods, healthcare referrals, nutrition education, and breastfeeding promotion and support to low-income pregnant, breastfeeding, and postpartum women. WIC also provides formula for infants and basic foods for children up to the age of five who are found to be at nutritional risk. Wood County WIC is located at 1840 E. Gypsy Lane Rd., in Bowling Green, OH, and can be contacted by phone (419) 352-8402. The facility is open Monday through Friday, 8:30 a.m. to 4:30 p.m. (except for legal holidays).



### Characteristics of Guests Visiting Agency or Accessing Services (N = 3)

Attribute	Number
Average Age	28.00
Average Number of PC Services Guests Wished to Connect	8.67
Gender	
Females	2
Males	1
Transgender	0
Veterans	0
Marital Status	
Single	2
Married	0
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	1
Adults and Minor Children	2
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	3
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	2
No	1



### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	0
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	0
1 Year or Longer	1
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	0

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	0
No	2
Receive Child Support	0
Receive Support from Other People	
Yes	0
No	2
Ohio Works First (OWF)	
Yes	0
No	2
Unemployment Benefits	
Yes	0
No	2
Social Security Retirement Benefits	
Yes	0
No	2
Social Security Disability Benefits	
Yes	1
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	1
No	2

Government Medical Assistance	
Yes	1
No	2
Section 8 Housing Voucher	
Yes	0
No	2
Subsidized Housing	
Yes	0
No	2
Any Other Type of Rental Assistance	
Yes	0
No	2
Receive Veterans Medical Assistance or Services	0

## Wood County Committee on Aging

At PC Wood County Committee on Aging provided Senior Services to the attendees.

### Characteristics of Guests Visiting Agency or Accessing Services (N = 6)

Attribute	Number
Average Age	65.20
Average Number of PC Services Guests Wished to Connect	8.83
Gender	
Females	4
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	3
Married	1
Divorced or Separated	1
Widowed or Other	1
Type of Household	
Adult Only	4
Adults and Minor Children	0
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	6
Black/African-America	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	5
No	0



### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	1
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	0
1 Year or Longer	4
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	1
Other	1

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	0
No	5
Receive Child Support	0
Receive Support from Other People	
Yes	0
No	5
Ohio Works First (OWF)	
Yes	0
No	5
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	3
No	2
Social Security Disability Benefits	
Yes	2
No	3

Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	2
No	3
Government Medical Assistance	
Yes	4
No	1
Section 8 Housing Voucher	
Yes	1
No	4
Subsidized Housing	
Yes	2
No	3
Any Other Type of Rental Assistance	
Yes	0
No	5
Receive Veterans Medical Assistance or Services	0

## **WSOS Community Action Commission**

On the day of the PC event, Wood-Sandusky-Ottawa-Seneca counties, OH (WSOS) provided individuals with information on rental assistance, home visits, budgeting, goal setting, and other agency referrals. WSOS also provides several programs to help individuals such as: Head Start for children, The Fatherhood Connections Program, Job Preparation skills, I-Star Computer Tech Programs, and Job Retention Services. The WSOS Community Action Commission is located at the Jordan Center, 812 North College Drive, in Bowling Green, OH. This organization can be contacted by e-mail through their website at [www.wsos.org](http://www.wsos.org) or by phone at (419) 353-7407.

### **Characteristics of Guests Visiting Agency or Accessing Services (N = 31)**

Attribute	Number
Average Age	43.29
Average Number of PC Services Guests Wished to Connect	7.29
Gender	
Females	21
Males	10
Transgender	0
Veterans	1
Marital Status	
Single	11
Married	7
Divorced or Separated	12
Widowed or Other	1
Type of Household	
Adult Only	14
Adults and Minor Children	16
Unaccompanied Minor	0
Disabled Adults or Children In Home	7
Race/Ethnicity	
White/Non-Hispanic	27
Black/African-America	3
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	17
No	12

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	13
Have Previous Eviction	9
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	11
More than 3 Months but Less than 1 Year	6
1 Year or Longer	8
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	5
House/Condo/Apartment Owned by Guest	0
Living with Family	2
Living with Friends	5
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	4
Other	1

### Income and Benefit Assistance of Guests

Source	Number
Employment/Job	
Yes	3
No	25
Receive Child Support	4
Receive Support from Other People	
Yes	4
No	23
Ohio Works First (OWF)	
Yes	0
No	27
Unemployment Benefits	
Yes	1
No	26
Social Security Retirement Benefits	
Yes	2
No	25
Social Security Disability Benefits	
Yes	14
No	14
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	17
No	13

Government Medical Assistance	
Yes	14
No	16
Section 8 Housing Voucher	
Yes	2
No	28
Subsidized Housing	
Yes	0
No	30
Any Other Type of Rental Assistance	
Yes	0
No	29
Don't Know	1
Receive Veterans Medical Assistance or Services	1





## WSOS Jordan Center

At PC the WSOS Jordan Center provided information about their Head Start Preschool for 3-5 year olds. They are located at 812 North College Drive, Bowling Green, Ohio. They can be reached by phone at (419)-353-7407. You can view their website for more information at [http://childcarecenter.us/provider\\_detail/wsos\\_bowling\\_green\\_jordan\\_center\\_bowling\\_green\\_oh](http://childcarecenter.us/provider_detail/wsos_bowling_green_jordan_center_bowling_green_oh)

### Characteristics of Guests Visiting Agency or Accessing Services (N = 10)

Attribute	Number
Average Age	35.10
Average Number of PC Services Guests Wished to Connect	8.80
Gender	
Females	7
Males	3
Transgender	0
Veterans	0
Marital Status	
Single	7
Married	1
Divorced or Separated	2
Widowed or Other	0
Type of Household	
Adult Only	4
Adults and Minor Children	6
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	9
Black/African-America	0
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	6
No	3

### Home/Living Characteristics of Guests

Category	Number
Currently Homeless	3
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	1
1 Year or Longer	4
Where Stayed Night Prior to PC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0

Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	0
Foster care/group home	0
Rental House/Apartment	0
Other	0

### **Income and Benefit Assistance of Guests**

Source	Number
Employment/Job	
Yes	3
No	6
Receive Child Support	7
Receive Support from Other People	
Yes	1
No	7
Ohio Works First (OWF)	
Yes	0
No	8
Unemployment Benefits	
Yes	0
No	8
Social Security Retirement Benefits	
Yes	0
No	8
Social Security Disability Benefits	
Yes	4
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	6
No	3
Government Medical Assistance	
Yes	6
No	3
Section 8 Housing Voucher	
Yes	1
No	8
Subsidized Housing	
Yes	1
No	8
Any Other Type of Rental Assistance	
Yes	0
No	9
Receive Veterans Medical Assistance or Services	0

## **OTHER PROVIDERS PRESENT AT PC\***

There were several agencies and organizations present at PC that either did not have guests visit them or did not return a form with client number labels to us. We would be remiss if we did not provide some information about these providers and their contribution to the inaugural PC in Wood County. Fortunately, there were far fewer providers in 2014 compared to 2014 that fell in this category.

### **Neighborhood Health Association**

At PC, Neighborhood Health Association provided to attendees healthcare navigation and enrollment assistance for Medicaid and Affordable Care Act. They are located at 313 Jefferson Avenue, Toledo, OH 43604. Phone number is 419-720-7883 and website is <http://www.nhainc.org/>.

### **Toledo Area Ministries**

At PC the Toledo Area Ministries provided pre-screening and application assistance to enroll in food assistance/SNAP. They are located at 3043 Monroe Street, Toledo, Ohio. They can be reached by phone at (419)-242-7401. You can view their website for more information at <http://www.tamohio.org/j25/>.

### **WSOS – Veterans Program**

At PC, WSOS – Veterans Program provided assistance to veterans for housing needs. For information contact Robert Stevens at SSVF Lucas, Seneca & Wood County, 1500 N. Superior St., Suite 303. Toledo, OH 43604. 419-729-8035 or visit the website at [www.wsos.org](http://www.wsos.org).

### **Buckeye Health Plan**

Buckeye Health Plan is a Managed Care Plan that provides health care services to Ohio residents eligible for these services are aged, blind or disabled, covered Families and Children (including Healthy Start and Healthy Families), and adult extension Medicaid benefits. For more information, go to <http://www.buckeyehealthplan.com/>.

## **APPENDIX**

1. Welcome Form
2. Intake Form
3. Services-At-A-Glance
4. Guest, Volunteer, and Provider Exit Surveys



### Welcome to Project Connect!

While you are waiting, please review the following information and complete sections one and two before intake.

### What to expect today here at Project Connect (PC):

Today's PC event runs from 9am to 3pm, and **a hot meal will be available all day.**

You will see numerous organizations offering direct services in a one-stop-shop format. Many of the services available today include:

- o Housing providers
- o Employment specialists
- o Medical care
- o Mental health care
- o Benefits specialists
- o Eye care
- o Haircuts
- o Transportation assistance
- o Food
- o Clothing
- o And more

### How to get the most out of your visit today:

1. First, you will be paired with a **PC Host Volunteer**.
  - The Host will be your guide for the event today and will join you as you travel throughout the building; hosts will not join you during personal/private appointments.
  - While you visit service providers, you will likely schedule **follow-up/offsite appointments**. Your PC Host will help you record these appointments in a calendar.
2. Your next step is **INTAKE**, where you will meet with a PC volunteer for about 10-15 minutes and you'll complete a needs assessment & screening form.
  - The intake form will help us understand your needs in order to best assist you today.
  - INTAKE will identify three priority services during your visit at PC today.
  - Please be sure to complete the Request for Services & Appointment Form (section two) attached. **The Intake Volunteer will complete section one with you.**
3. Afterwards, you are welcome to stay as long as you wish.
  - Some stay for an hour, others for a few hours and visit several service providers.
  - The time spent here today is totally up to you.
4. As you exit PC, please complete the **Exit Survey**.
  - The survey will help us learn about your experiences and your suggestions as we plan for future PC events here in Wood County, Ohio. *Thank you!*

**COMPLETE WITH THE INTAKE VOLUNTEER****[SECTION ONE] Authorization to Share Protected Personal Information & Photo/Media Release**

A.) I, \_\_\_\_\_, (AKA) \_\_\_\_\_ authorize staff, volunteers and service providers involved with the **PROJECT CONNECT** to obtain and share personal information about me during the course of my participation in Project Connect. I understand that the purpose of obtaining and sharing this information is so that they can help me gain access to the services, such as: medical treatment, behavioral health treatment, social services, entitlements, appointments, etc.

I specifically authorize Project Connect to obtain and share specific protected classes of health information about me for only those items I have initialed below:

\_\_\_\_\_  
Initials Mental Health Treatment

\_\_\_\_\_  
Initials Substance Abuse Treatment

\_\_\_\_\_  
Initials HIV/AIDS Test/Treatment

\_\_\_\_\_  
Initials Developmental Disabilities

B.) I consent to and authorize the collection of personal but non-identifying information about me as it applies to the services and tangible goods provided by PC. The collection and use of all information is guided by strict standards of confidentiality. **Any publicly released reports generated from subsequent reports will provide aggregate data only and no personally identifying information.** The information gathered at PC and entered into database maintained by the Department of Human Services (DHS) at Bowling Green State University (BGSU) may also be used to: produce summary reports regarding PC services and clients served; track PC outcomes; identify unfilled service needs, and plan for provision of new services offered at PC or the greater Wood County community.

I also understand the DHS at BGSU located at 223 Health and Human Services Building, Bowling Green, Ohio 43403 will maintain the welcome form, intake sheet, and this signed authorization form, as well as the exit survey.

\_\_\_\_\_  
Signature (Patient/Client/Parent/Guardian/Conservator)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship if not Client:

\_\_\_\_\_  
Witness (Required if Client unable to sign)

\_\_\_\_\_  
Date

C.) In addition, I authorize staff, volunteers and service providers involved with the **PROJECT CONNECT** and its assigns the absolute and irrevocable right and permission to record my voice and likeness for use in any media (without limitation) including photographs, audio/videotapes, Web publication, social media and interviews with the news media. I certify that I am age eighteen (18) or older and the parent or legal guardian of the child(ren) that accompany me and authorize said permission for my child(ren) as well.

\_\_\_\_\_  
Initials Yes - photo/media release

\_\_\_\_\_  
Initials No - photo/media release (participant to wear marked nametag indicated no photo/media release)

For Staff Use Only \_\_\_\_\_ Participant Refused Signature \_\_\_\_\_ PC Staff Initials \_\_\_\_\_ Date

**[SECTION TWO] Request for Services & Appointment Form**

1. I wish to connect to the following services. I understand some will require waiting for service today and some will require an appointment at a later date. I am also aware that keeping any off-site appointments will be my sole responsibility.

	"X" if you wish to connect		"X" if you wish to connect
<b>Benefits &amp; Services</b>		<b>Medical Care</b>	
Email/Internet		Blood Glucose	
Health Coverage		Blood Pressure	
Legal Aid/Legal Issues		Dental Care	
Offender Reentry Services		Eye Screening	
Veterans Services		Flu & Immunizations	
WIC		Hearing	
		HIV/AIDS Screening	
<b>Children &amp; Family</b>		Medical/Healthcare	
Budgeting		Prescription Drug Services	
Domestic Violence Services			
Holiday Help		<b>Personal Care</b>	
Parenting Classes		Clothing	
Resources for School-Aged Children		Food Assistance	
		Haircut	
<b>Employment &amp; Education</b>		Massage	
Developmental Disabilities		Spiritual Care	
Employment			
Go Back to School		<b>Other – Please Specify Below</b>	
<b>Forms &amp; Documents</b>			
Birth Certificate			
ID Information			
Social Security Card			
<b>Behavioral Health</b>			
Alcohol Addiction			
Drug Addiction			
Mental Health			
<b>Housing</b>			
Emergency Shelter			
Housing/Affordable Rental Housing			
Utilities			

**Please check (✓) the services below that are not available today, but are of interest to you:**

☐ Shower

☐ Nutrition

☐ Home Repair or Maintenance

☐ Tax Help

☐ Social Security

☐ Stress Management

☐ Smoking Cessation/Quit Smoking

☐ Child Support

☐ Disability

☐ Other \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**How did you get to today's event?**

☐ PC Shuttle Stop

☐ Bus

☐ Taxi

☐ Walk

☐ Personal Vehicle

☐ Family/Friend

☐ Other \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**How did you find out about Project Connect?**

☐ Word of mouth

☐ Referred by another agency or service provider

☐ Saw poster, event signage

☐ Newspaper

☐ Social Media/Facebook

☐ Other \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 2014 Project Connect Intake Form

PC Client #:			
<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Female to Male <input type="checkbox"/> Transgender Male to Female <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused	<b>Age</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<b>Marital Status:</b> <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Widowed <input type="checkbox"/> Other  <b># Minor Children</b> _____ <b>Do you have custody?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Household Type (CHECK ONE)</b> <input type="checkbox"/> Adult (no children) <input type="checkbox"/> With Children aged 0-17 <input type="checkbox"/> Unaccompanied Minor(s) (under 18)  <b>Household Totals (Put # in blank)</b> _____ Adults in your household _____ Adults with a disability _____ Children under 18 _____ Children with a disability
<b>Do you consider yourself...(PRIMARY RACE)</b> <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> Other Multi-Racial <input type="checkbox"/> Other <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused	<b>Secondary Race (OPTIONAL/IF OFFERED)</b> <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> Other Multi-Racial <input type="checkbox"/> Other <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused	<div style="border: 1px solid black; padding: 5px;"> <b>Ethnicity</b>  <input type="checkbox"/> Hispanic/Latino  <input type="checkbox"/> Non-Hispanic/Latino  <input type="checkbox"/> Don't Know  <input type="checkbox"/> Refused         </div>	
<b>Are you here with other Household Members? Number with guest ( NOT including guest)</b> Adults (18-34) _____ Adults (35-51) _____ Adults (52-64) _____ Adults (65+) _____ Teens (13-17) _____ Children (5-12yrs) _____ Children (0-4yrs) _____ If pregnant, indicate due date _____			
<b>Are you currently Homeless? (CHECK ONE)</b> <input type="checkbox"/> NO, Not Currently Homeless <input type="checkbox"/> YES, First time homeless AND less than 1 year without home <input type="checkbox"/> YES, Several times homeless, but for less than 1 year and NOT more than 4 times in 3 year <input type="checkbox"/> YES, Long term: at least 1 year OR at least 4 times in the past 3 years			
<b>Where did you stay last night? (CHECK ONE)</b> <input type="checkbox"/> Emergency shelter <input type="checkbox"/> Foster care/group home* <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <b>*Which one?</b>  <input type="checkbox"/> Hospital  <input type="checkbox"/> Hotel/motel (without voucher)  <input type="checkbox"/> House/condo/apt. that you own  <input type="checkbox"/> Jail, prison, community-based, or juvenile facility  <input type="checkbox"/> Living with family  <input type="checkbox"/> Living with friends  <input type="checkbox"/> Permanent housing for formerly homeless  <input type="checkbox"/> Place not meant for habitation  <input type="checkbox"/> Psychiatric hospital or facility*  <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <b>*What facility?</b>  <input type="checkbox"/> Rental house/apartment  <input type="checkbox"/> Substance abuse treatment center, <del>incl</del> detox  <input type="checkbox"/> Transitional housing for homeless  <input type="checkbox"/> Don't Know  <input type="checkbox"/> Refused  <input type="checkbox"/> Other _____           </div> </div>		<b>How long have you stayed where you stayed last night? (CHECK ONE)</b> <input type="checkbox"/> 1 week or less <input type="checkbox"/> More than 1 week but less than 1 month <input type="checkbox"/> 1 to 3 months <input type="checkbox"/> More than 3 months but less than 1 year <input type="checkbox"/> 1 year or longer  <b>What City &amp; State was that in?</b> _____ <div style="text-align: right; font-size: small;">City State</div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <b>Where was your last permanent residence?</b>          _____  <div style="text-align: right; font-size: small;">City State</div>   <b>How long has it been since you lived there?</b> _____  <div style="text-align: right; font-size: small;">Years Months</div>   <b># Times homeless in last 3 years (including today)</b>  <input type="checkbox"/> 0 times  <input type="checkbox"/> 1-3 times  <input type="checkbox"/> 4+ times       </div>	



<b>Barriers to Housing</b> Do you have a previous eviction? <input type="checkbox"/> Yes <input type="checkbox"/> No  Do you have a criminal record? <input type="checkbox"/> Yes <input type="checkbox"/> No  Currently on Probation/Parole? <input type="checkbox"/> Yes <input type="checkbox"/> No  Any Warrants Pending? <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Have any of the following affected your ability to keep your housing? (CHECK ALL THAT APPLY)</b>  <input type="checkbox"/> Substance Abuse <input type="checkbox"/> HIV/AIDS <input type="checkbox"/> Mental Illness <input type="checkbox"/> Physical disability <input type="checkbox"/> Criminal record <input type="checkbox"/> Financial obligations <input type="checkbox"/> Violence in the home <input type="checkbox"/> Other (write below)	<b>What is the primary reason for becoming homeless or facing eviction? (CHECK ONE)</b> <input type="checkbox"/> Abusive situation <input type="checkbox"/> Domestic violence <input type="checkbox"/> Other trauma <input type="checkbox"/> Aged out of foster care/youth services <input type="checkbox"/> Dispute with relatives/roommates <input type="checkbox"/> Foreclosure <input type="checkbox"/> Hours of work cut <input type="checkbox"/> Illness/injury <input type="checkbox"/> Loss of job <input type="checkbox"/> Loss of partner/roommate <input type="checkbox"/> Loss of transportation <input type="checkbox"/> Military discharge <input type="checkbox"/> Moved here from another community <input type="checkbox"/> National disaster or house fire <input type="checkbox"/> Release from jail or prison <input type="checkbox"/> Release from community-based residential center <input type="checkbox"/> Release from treatment center <input type="checkbox"/> Violation of lease/house rules <input type="checkbox"/> Other _____		
Do you have ID: <input type="checkbox"/> Yes <input type="checkbox"/> No Which one(s)? <input type="checkbox"/> Driver's License <input type="checkbox"/> State ID <input type="checkbox"/> Social Security ID <input type="checkbox"/> Birth Certificate				
Do you have any income? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is your approximate monthly income? \$ _____				
<b>During the last month did you receive any income from:</b>				
Child Support	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Employment	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Unemployment	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
OWF cash assistance (or similar state TANF program)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Social Security Disability (SSDI/SSI)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Social Security (Retirement)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Contributions from other people	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Write any other source(s) of income in this space: _____				
<b>Do you currently receive:</b>				
Supplemental Nutrition Assistance Program (SNAP) – formerly food stamps	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
A Section 8 Housing Voucher (Rent)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Subsidized Housing	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Any other type of rental assistance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Government Medical Assistance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Veterans Medical assistance or services	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Other _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Do you have reliable transportation? <input type="checkbox"/> Yes <input type="checkbox"/> No  <b>What barriers do you have to get reliable transportation?</b>  <input type="checkbox"/> Driver's License Suspension (Legal) <input type="checkbox"/> No Income <input type="checkbox"/> Physical Disability <input type="checkbox"/> Other _____				
<b>Notes:</b> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>				

**PROJECT CONNECT WOOD COUNTY OCTOBER 15<sup>th</sup> 2014**  
**SERVICES AT A GLANCE**

Agency	Benefits & Services	Children & Family	Employment & Education	Forms & Document	Behavioral Health	Housing	Medical Care	Personal Care	Other
Behavioral Connections of Wood County					X				
Buckeye Health Plan	X Health Plan								
City of Bowling Green Police Division									Law enforcement concerns
Breast & Cervical Cancer Project							X		
Cherry Street Mission Ministries		X	X			X		X	
Children's Resource Center					X				
Children's Resource Center		X							
City of Bowling Green Grants Department									
Cocoon Shelter		X Dom. Viol.							
Compassion			X						
Compass Corporation for Recovery Services					X(assessment)				
Dental Center of Northwest Ohio (NWO)							X(Dental)		
Dr. Donnell (Dental Care)							X		
Deacons Committee At First Presbyterian Church								X	
Experience Works Inc.			X						
Easter Seals Northern Ohio	X								Info & referral
Family Service of Northwest Ohio					X				
The Fringe Thrift Store								X	
Habitat for Humanity of Wood County						X			
Hair Dressers								X	Hair cuts
La Casa de Wood County				X (Rec. ID)					
Lutheran Social Services of NW Ohio					X(intake-crisis)				
Legal Aid of Western Ohio and Advocates of Basic Legal Equality	X (Legal)								
Matthews Integrative Therapies								X	therapy
Neighborhood Health Association	X Medicaid ACA								
NAMI Wood County					X( Info MH)				
OhioMeansJobs Wood County			X						
PathSteps Corp	X								Enroll in
Prevent Blindness Ohio			X				X(vision)		
Rebecca Walls, Licensed Massage Therapy								X	
Read for Literacy, Inc.									books/activity sheets
Salvation Army		X				X		X	Intake all services
St. Timothy's Episcopal Church Clothesline								X	
Toledo Area Ministries (TAM)								X(Food)	
United Way 2-1-1	X								Health/Human services

Agency	Benefits & Services	Children & Family	Employment & Education	Forms & Document	Behavioral Health	Housing	Medical Care	Personal Care	Other
Wood County Apartments						X			
Wood County Area Ministries (WAM)								X	Food Bags
Wood County Department of Job and Family Services	X					X	X	X	
Wood County District Pub. Library	X (lib resources)								
Wood County Community Health and Wellness Center							X		
Wood County Community Health and Wellness Center - Wood County Health District							X Vision		
Wood County Health District				X (birth records)					
Wood County Reentry Coalition	X								
Wood County Alcohol, Drug Addiction & Mental Health Services Board					X				
Wood County WIC								X	
WSOS						X			
WSOS - Veterans Program	X					X			
Wood County Hospital Women's Imaging & Diagnostics Center							X(Breast exams)		
Wood County Committee on Aging									Senior Services
WSOS Jordan Center		X							



## Project Connect Guest Exit Survey

PC Client #: Place Sticker Here

Interviewer Initials: \_\_\_\_\_

Time: \_\_\_\_\_

1. How did you hear about today's event?

☐ Facebook

☐ Flier

☐ Friend

☐ Case Worker

☐ Agency: \_\_\_\_\_

☐ Other: \_\_\_\_\_

2. What was your main reason for attending today?

☐ Need housing

☐ Job help

☐ Dental Care

☐ Other: \_\_\_\_\_

☐ Hot meal

☐ Clothes/Coat

☐ Hair cut

3. How satisfied are you with the services or programs available here today?

☐ Very satisfied

☐ Somewhat satisfied

☐ Not satisfied

4. How helpful did you find the information available here today?

☐ Very helpful

☐ Somewhat helpful

☐ Not helpful

5. How satisfied were you with the event overall?

☐ Very helpful

☐ Somewhat helpful

☐ Not helpful

6. Did you get what you came to Project Connect for?

☐ More than I  
expected

☐ As I expected

☐ Somewhat  
less than I  
expected

☐ Less than I  
expected

7. What was most helpful?

8. How could we serve you better?

9. What would you like to see at the next event?

10. Did you attend last year's Wood County Project Homeless Connect event in October 2013?

☐ Yes

☐ No

☐ Do not recall

☐ Choose not to answer



## Project Connect Wood County (PCWC) Volunteer Survey – 2014

1. What was your role at PCWC? Please check all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> Greeter           | <input type="checkbox"/> Food Service Runner |
| <input type="checkbox"/> Assistant Greeter | <input type="checkbox"/> Food Server         |
| <input type="checkbox"/> Host              | <input type="checkbox"/> Food Prep Assistant |
| <input type="checkbox"/> Dining Area Host  | <input type="checkbox"/> Clean-up Crew       |
| <input type="checkbox"/> Food Busser       |  |

2. How many hours did you volunteer? \_\_\_\_\_

3. Were you adequately trained to perform your duties? If not, please explain why.

- ☐ Yes
- ☐ No, please explain: \_\_\_\_\_

4. What are some of the positive elements about this volunteer opportunity?

5. What could be improved?

6. Has your experience as a PCWC volunteer met your expectations?

- ☐ Very much so
- ☐ Mostly
- ☐ Somewhat
- ☐ Less than I expected
- ☐ Not at all what I expected

Please provide any additional comments you would like to share:

7. How much experience did you have volunteering for community events/services before PCWC?

- ☐ A lot
- ☐ Some
- ☐ A little

Over please.



8. Did PCWC change your perspective on essential services, in effect, those services which may be lacking for the disadvantaged and who would be affected?

- ☐ Very much  
☐ Somewhat  
☐ A little  
☐ Not at all

Please provide any additional comments you would like to share:

--

9. Have you gained knowledge of where to turn for help, should you or someone you know be in need of essential services or at risk of experiencing homelessness?

- ☐ Yes  
☐ No

If yes, what organizations and/or services impacted you most today?

--

10. Please check your best response to the following aspects of PCWC.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
It is a well- organized event.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received an appropriate level of assistance to carry out my duties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had plenty to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Would you volunteer for PCWC again?

- ☐ Yes  
☐ No, please

explain: \_\_\_\_\_

Any other comments you like to share? Please write below.

--

Optional: Your name and contact information

Name:	
Phone:	
Address:	
Email:	

**Project Connect Wood County (PCWC)  
PROVIDER Survey – 2014**

What services did you provide today?

What are some of the positive things about this opportunity?

What could be improved?

Has your experience as a PCWC provider met your expectations? ☐ YES ☐ NO

Please explain briefly.

Did PCWC change your idea of what homelessness is and who might be involved? ☐ YES ☐ NO

Please explain briefly.

Please check your best response to the following aspects of PCWC:

It was a well-organized event: ☐ AGREE ☐ DISAGREE ☐ NEUTRAL

I received an appropriate level of support: ☐ AGREE ☐ DISAGREE ☐ NEUTRAL

I had plenty to do: ☐ AGREE ☐ DISAGREE ☐ NEUTRAL

Would you attend PCWC again? If no, please explain. ☐ YES ☐ NO

What is the monetary value of the services you provided today? \$\_\_\_\_\_

Any other comments?

Optional: Organization:\_\_\_\_\_

Name:\_\_\_\_\_

Contact Information:\_\_\_\_\_

\_\_\_\_\_